



## TERMS AND CONDITIONS

### **1. Yorkshire College Charter for Students**

We aim to provide an individual learning experience for each student who studies at Yorkshire College. We provide a modern, multicultural learning environment that is welcoming to all students and in which our students will find honesty, integrity, and respect, values that are constantly reflected in personal behaviour and standards of conduct.

The wellbeing, development and progress of our students are of primary importance. To that end, we strive to provide a safe, caring educational environment with close adherence to welfare and safeguarding regulations. The school promotes a learning climate which is completely free from bullying and demonstrates respect for diversity and equality.

It is crucial that we gather and act upon feedback from students in order to ensure that we are offering the best service possible. The school makes every effort possible to address any complaints received from students within 24 hours. Where possible, action will be taken to resolve the complaint and, where necessary, procedures will be amended to satisfy the complaint. Where no action is taken the student will be advised of the reason for this. A full record of the complaint and any action taken will be kept in the complaints file. In the event of a matter being unresolved an external independent adjudicating panel would be set up with a legal representative.

During the course each student's needs and interests are taken into consideration in careful planning, attention and monitoring from the teachers. Each student has a tutorial with their teacher to discuss their progress and goals and also to discuss their overall learning experience and welfare while at Yorkshire College. Tutorials are recorded on a tutorials record sheet to enable teachers to monitor ongoing individual student progress.

It is school policy for teachers to incorporate and integrate the excursions into their teaching and to set students an excursion task relevant to their level, age and interests.

Our activities programme aims to address a large variety of interests and students are regularly asked for feedback and suggestions on the activities programme. Members of the teaching staff are involved in the activities programme on a rotational basis.

In everything we do at Yorkshire College, we aim to provide a beneficial and enjoyable all round learning experience while at the same time helping our students gain an insight into British life and culture.

## 2. Statement of Educational Purpose

We are Yorkshire College, an independent English School based in Leeds, UK, offering a wide range of English Language courses to suit student needs. We believe that studying is best done in a welcoming environment, and our school has, indeed, a genuinely friendly feeling to it, and everybody becomes a member of our extended family here, even on the first day. And it is this family feeling where everyone along with excellent teaching and facilities makes Yorkshire College the best choice for students from all over the world. We are proud to say that we take your learning seriously, and our teachers do their best to make sure that every single lesson is useful for everybody. We put a very high priority on the welfare of our students and endeavour to provide an environment in which any students can approach our staff to receive support where needed.

- Yorkshire College provides modern, multicultural learning environments that reflect the use of the English language internationally.
- We offer a range of courses and levels that give appropriate language input and to enable them to put into practice the acquired language both in and out of the classroom through well-prepared, integrated excursions and structured social activities.
- We offer focused language study delivered by professional teaching staff.
- We expect our students to work hard and collaborate with their teachers to achieve their short-term learning goals.
- We aim to ensure that our courses are practical and relevant to their needs and interests.
- We aim to regularly assess students' progress and guide them to achieving their learning goals.
- We provide academic support and guidance on all aspects of the learner's overall experience.
- We embrace different learning styles and reflect this in the type of lessons delivered and by aiding our students to be better independent learners.
- We aim to provide a beneficial and enjoyable all-round learning experience and to gain an insight into British life and culture.
- We encourage students to continue with their learning and their experience with Yorkshire College on completion of their course.

## 3. Student Admission, Classes, and Daily life

### Information for applicants

- All applications to Yorkshire College are dealt with on a case-by-case basis. We accept students aged 16 and over and all nationalities. Students can apply via email: [info@theyorkshirecollege.com](mailto:info@theyorkshirecollege.com), complete an online application via the school website or come in and visit us.

- Students must complete an application form and provide a copy of their up to date passport or ID card and a copy of their available visa (if applicable).

- If the student have any physical or mental issues that may affect their learning, this should be inform to the centre and an accurate medical form need to be registered.

- Students must read and acknowledge the college Policies and Terms and Conditions. Also, abide the Students' Handbook.

### **How an application is considered**

- Yorkshire College is committed to providing a fair and transparent admissions process.
- Applicants will be given the opportunity to disclose any medical conditions or learning needs so we can advise how best to accommodate them. The school may refuse admission to a student if we feel that we are unable to meet their needs on medical grounds.
- The school has the right to ask for documentary evidence before issuing a refund – Visa refusal, medical reports or other relevant documentation resulting in the need for cancellation.

Nevertheless, Yorkshire College is open to accepting students from any nationality or background; sometimes, we could reserve the admission right or modify any of the rules in the policies' document if the UK Government requires it or in cases where a risk of breaking any government rule is possible.

### **Financial status of applicants**

- If the student is self-funded, they must make a deposit payment of 50% of the total fees (if the course is over 12 weeks long) or 100% if the course is less than 12 weeks. The student/agent should send evidence that the payment has been made, and we will advise if the money has been received prior to their arrival.
- The student/agent should be advised that they should keep us up to date with respect to the applicant's visa application and provide us with a scanned copy of the visa prior to their arrival in the UK so that any issues can be addressed. We need to ensure that the correct visa type has been issued.
- The UK government forces all companies inside its territory to charge a 20% VAT for goods and services consumed inside the territory boundaries; therefore, we need to charge for our services when they are provided to students inside the UK territory.

### **Starting a course at Yorkshire College**

- Students should arrive at Yorkshire College at 9:00 am on the date written on their offer letter to enrol at the school.
- They should bring a copy of their passport/ID card and visa. If the student has been given a 30-day vignette to enter the UK, they should also bring a copy of their Biometric Residence Permit.
- Students must update Yorkshire College with respect to any changes to visa status, arrival times or other information that may affect the expected start date.
- Students must complete a form with their contact details. The Administrative Team will provide this form on the student's arrival at the school.
- Students will take a placement test on their first day at the school. Depending on the test result, the Director of Studies decides to place a student in the most appropriate class.
- Students will be given a full induction to the school and provided complete information regarding all school Policies and Terms and Conditions' documents. The student needs to acknowledge these documents had been read and agreed.
- Courses start on any Monday, or on a Tuesday in the case of a public/bank holiday. The school expects students to arrive on the day that they have booked a course to start, and if delayed, to contact the school with a new arrival date at least one week in advance. We understand that you may be delayed due to your visa or Embassy/sponsorship procedures which can result in more serious delays. The school must be contacted with any information and kept up to date with all information which relates to your travel, sponsorship or visa.

### **Attendance and Punctuality**

- We expect students to attend at least 80% of all classes.

- Students must inform Yorkshire College as soon as possible if they are unable to attend.
- Students who are continuously absent without good reason will be subject to our disciplinary procedure. Any sponsors will also be notified.
- Students who are continually late will also be subject to our disciplinary procedure.

### **Classes and Teaching**

- Students will be expected to study at the school and will be allocated a classroom depending on their level.
- Yorkshire College has continuous enrolment which may require classes to merge or split throughout the course. Students must understand that Yorkshire College will do the utmost to manage this with as little disruption as possible.
- When making an application to Yorkshire College students must understand that they cannot choose their teacher or class. Students are placed in the most appropriate class and the decision of the Director of Studies is final in this matter.

### **Holidays and time off during your study**

- Holidays must always be booked in advance and at least 2 weeks notice given.
- Unauthorised holiday will be marked as absent which will affect attendance and if a student is sponsored then their sponsor (e.g. Embassy) will be informed if holidays are taken without permission.
- Students understand that they may have to repeat the level if they have missed too much of the course.
- Yorkshire College will be closed on public holidays and over the Christmas period. No price reductions will be given for reduced classes due to public holidays.

### **Insurance**

- Students should arrange their own insurance to cover medical treatment and loss of personal possessions. Yorkshire College recommends that all students take out travel/student insurance which is tailored to the needs of international students.

### **Accommodation**

- Yorkshire College does not provide its own accommodation for students.
- Accommodation providers are separate companies and it is the student's responsibility to read the terms and conditions and the rules of the accommodation provider.

### **UK Visas & Compliance**

- It is the responsibility of the student to obtain a visa entry to study in the UK where required.
- Students should consult the British Embassy or High Commission in their home country and refer to information on the UKVI website at [gov.uk/browse/visas-immigration/student-visas](http://gov.uk/browse/visas-immigration/student-visas)
- Students are required to immediately report to Yorkshire College any changes in their contact details (address, telephone, mobile number, email address) and/or changes in their circumstances affecting their immigration status and their permission to stay in the UK.

## **4. Location and Facilities**

### **Building**

The centre is in a two-floor building in Leeds City, West Yorkshire county, in the United Kingdom, specifically in the Stewart House, St. Andrews Court, LS3 1JY.

The premises have seven parking spaces on the exterior and a capacity for sixty students internally, which is extendable to seventy if required.

### **Classes**

The premises have seven classrooms with a capacity of nine students on average. All classes include material and technological equipment to run every session, allowing students to have their own space to take notes, observe, and collaborate with their teachers and classmates.

### **Common areas**

The premise includes a kitchen and a lounge area where the students could have activities, lunch, and breaks. This area includes tables, chairs, and couches to relax and interact with each other while sharing a hot drink or a meal.

### **Offices**

The building has one office in the management area, where any printed record from students, suppliers, or partners is stored.

This area has three desks and computers for the Director of Studies, the College Manager, and the student coordinator.

### **Reception**

The reception area has three desks and computers to develop services focused on Student Services Administration, Marketing and Sales, and Reception.

### **Restrooms**

The facility has three restrooms, one on the upper floor, with two toilets. This restroom is assigned to males. In the lower floor are the other two restrooms with one toilet each, the first one assigned to females, and the third-one open to unisex. This last one also has services for people with special needs.

## **5. Methodology and syllabus**

### **Courses**

We offered seven English levels: A1, A2, B1, B1+, B2, C1, C2. In every course we follow the British Council methodology, but we also include our integrative and immersive methodology to fulfil the mission of helping our students to achieve their academic and personal goals in English language learning.

The general English offer have three 60-minute sessions, time where each student will have enough time to improve their level whilst clearing any doubt related to grammar, reading, speaking, or listening.

We also offered 90-minute booster sessions to complete an Intensive offer, which are focused on develop specific skills based on each student interests.

We also offer to our students one-to-one or on-line sessions that help to enhance their skills in a faster time and with specific focus, whether are for academic, personal or working purposes.

### **Teachers**

Our teachers are English native speakers mainly but could occurred we have a teacher from other geography. Is that is the case, we compromise you to the teacher will have experience teaching in the UK market for at least five years, and their accent is British. Also, there will be fully qualify to teach the language following the rules of The British Council.

### **Classes**

We believe that students should have a personalised experience, that is why we offered small classes with maximum 10 students per classroom, allowing each teacher to follow the progress of each student, and commit with their specific aim.

### **Progress**

Our main interest is each student progress in the shorter time possible but fulfilling the four dimensions of the learning process that are writing, reading, speaking, and listening. To help in this mission, we permanently test our students and feedback them in personalised sessions, assigning special resources like homework or tasks to improve in shorter time. As a language school, we know that the key progress of each student is directly related to their commitment with their learning journey.

## **6. Complementary services**

### **Accommodation**

The centre will provide accommodation for students who require it; this service could be provided a maximum of a week before the start of the student's classes and a maximum of a week after the student finishes their studies. The accommodation services are subject to availability; hence, we encourage you to notify us of your interest in including this service in your quotation.

An external supplier provides this service; therefore, any specific requirement should be announced to the Student Services Administrator to address it with the provider. The requirements could include bedding, extra nights, cleaning supplies, or even accommodation changes. The centre will do as much as is in its capacity to solve any requirement; nevertheless, it could happen that some particular and reasonable claim could not be solved in a short period; if this is the case, our compromise will be to keep informing the student with the following steps to manage their claim in their favour.

Any promotion or discount is excluded from accommodation inasmuch as this service is provided by a supplier and is affected by the market demand.

Each student assigned to an accommodation should agree and explicitly accept the accommodation rules and policy, having behaviour that matches the college's values.

### **Home staying**

The centre could provide a homestay service, especially for underage students who need to be in a supervised environment. There are specific policies for students requesting this service that must be acknowledged before being assigned to them. The policy explains all the rights and rules students may follow while in the homestay.

This service must be booked at least a month before the trip. Hence, we encourage you to notify us of your interest in including this service in your quotation. Also, as part of this service, the

host family will provide bedding, cleaning supplies, and food during the hours outside classes, including weekends.

An external supplier provides this service; therefore, any specific requirement should be announced to the Student Services Administrator to address it with the provider.

Any promotion or discount is excluded from accommodation inasmuch as this service is provided by a supplier and is affected by the market demand.

### **Transport**

The centre could provide transport from and to the airport, both at the arrival and departure, Whether the airport is in London, Manchester or Leeds. This service should be requested in advance and is provided in a normal-sized car with enough space for the student and their luggage. If the student is travelling with family or any oversized luggage, this information should be provided in advance, and an extra fee could be included.

Additional fees could be included in this service depending on the time spent studying at the centre and the arrival and departure airport; if the service is included in the price provided, this cost couldn't be deducted from the quotation because, as a college, we negotiate bundles with the supplier.

Any additional transportation service during the time studying in the centre should be booked and paid separately and according to the rates defined by the Student Service Administrator at the moment of the confirmation of the service.

### **Food and soft drinks**

The centre would provide food and soft hot drinks during the teaching hour from Monday to Friday.

The college will reserve the right to charge fees for these services if needed for any change or situation with the market, government, or students.

The centre's compromise is always to offer halal and vegetarian options. However, suppose any student has any request or restriction on the food. This information should be provided in advance, and the Student Service Administration will address this with the food supplier. Due to a supplier offering this service, the college couldn't compromise to solve every request, but we compromised to answer and keep the students informed of the status of their requests.

### **Events, Activities, and Monthly Trip**

As part of our immersive teaching experience, we offer our students, their friends, and family the opportunity to participate in our daily events, activities, and monthly trips. These activities are thought to complete the student experience with an immersion in the UK culture and entertainment, but always inside a safe framework and keeping our standard and mission of helping our students achieve their personal and academic goals.

Each activity has a plan and a responsible from the centre, which will take care of the entire experience and the students involved in the activity. As part of the college policy for events, we handle a rate for students' supervision. Additional staff members will supervise the activity if required based on the number of people assisting or the nature of the activity.

Some activities could require an extra fee to be executed if suppliers are involved. Any additional value will be noted within enough time and may be paid in advance to proceed with the booking and confirmation. Depending on the activity, a minimum number of students will be registered to proceed.

### **Internet and SIM card**

If the student required, the centre would provide a physical SIM card with a one-time £15 on top of internet and phone calls. This service is included in the student tuition fee and can't be deducted from the quotation price.

The centre also provides free WIFI internet on all the premises; the accommodation or homestay usually includes this service. As a centre, we encourage each student to connect to WIFI services when available.

## **7. Sales and Discounts**

### **Payment**

Each student at the centre should pay their tuition and registration fees before attending their first class. These values include the following components:

- Tuition fee: This component is related to the classes and teachers' interactions during the General English, Intensive English, online, or One-to-one sessions, which include the time of the class, internal material (except book or online resources related), tests and evaluations, feedback sessions, and other interactions with teachers outside the classroom but inside the centre.

In case of an extension in time for students, the payment for the next period should be made a maximum of a week after the new period starts.

- Registration fee: This component is related to the formal book and online resources each student needs before assisting classes to progress and keep studying inside and outside the centre.

If the student progresses to an upper level or expresses interest in going to a lower level, if the book has any mark or the code to access the online material has been used, the student will need to pay for a new book.

- Other values: The school reserves the right to charge for different services like soft drinks, food, events, activities, or trips if any circumstance enforces this situation or the cost of a particular service requires it.

### **Agencies or Agents**

The college could work with agencies or agents to promote or to bring students to the centre; if this is the case, the third party would need to have an agreement or contract signed before agreeing on the particular benefit pursued. For this document, the third party must contact the centre through the email [marketing@theyorkshirecollege.com](mailto:marketing@theyorkshirecollege.com).

Any student registered in the centre through an agent or agency without a signed agreement will be considered a gift.

### **Referral**

Yorkshire College offers a referral benefit to people who bring new students to promote the centre. Once the student is registered and has paid for their tuition, the benefit will be transferred to the referral.



To apply for this benefit, the person who brings the new student should notify the centre through the email [marketing@theyorkshirecollege.com](mailto:marketing@theyorkshirecollege.com) in advance of the student's full name that will register, and the new student should confirm this information.

This benefit doesn't apply to students registered in any other extra benefits offered by the centre, like refugee or special regime students. The student needs to register for a twelve-week program at least.

### **Direct client**

Any person interested in studying at Yorkshire College can contact directly to the centre through the cell phone or WhatsApp number +44 7774 960660 or the email accounts [info@theyorkshirecollege.com](mailto:info@theyorkshirecollege.com) or [marketing@theyorkshirecollege.com](mailto:marketing@theyorkshirecollege.com); also other channels like WeChat, Snapchat, Instagram, Facebook, or the website [www.theYorkshireCollege.com](http://www.theYorkshireCollege.com) are available to contact directly with sales or student services team.

The procedure to register at the centre will include the following steps:

- **First contact:** This is expressed by the prospect's interest in contacting the centre through any of the described channels.
- **First response:** A centre's representative will reply to the prospect to clarify the expectations and needs; with this information, a quotation for the type and time of course interested in, and any complementary services required to complete the experience of study in Leeds, UK in Yorkshire College will be provided.
- **Acceptance:** Once the time, type of course, quotation, and any other services have been accepted by the prospect, their explicit interest in registering will be communicated so that they can proceed to the following step.
- **Payment:** The student will receive, only through the official channels, a scheme to make the payment.
- **Register:** Once the payment is received, the student will receive a letter of acceptance from the centre, which could be used to request a UK Government visa in their country of origin if they apply.
- **Prepare for travel:** Once all the documents for travelling to the UK are sorted, inform the centre of the dates for travel, city of arrival, and any other things the centre partners could sort.
- **Arrival:** Once in Leeds, new students must attend the centre facilities on Monday at 9:00 to have their induction process and start their learning journey.

### **Walk-in clients**

Prospects could also show up at the centre during working hours from Monday to Friday between 08:00 a.m. to 05:00 p.m. to follow the detailed procedure above but in a personalised way. In this way, future students can visit the centre, classrooms, and services and agree on a try-in day to experience as a Yorkshire College student.

### **Discounts and promotions**

The centre offers different promotions and/or discounts as part of the centre's marketing strategy. Please ask your representative if you could apply for any benefit during your study time with us.

It is essential to clarify that any promotion or discount only applies to the initial agreement and is only related to the tuition fee. The registration fee and complementary services like transport, accommodation, food, etc, are excluded from these benefits because the centre's suppliers provide them.

## 8. GDPR Law

### **Privacy Policy & Data Protection**

- By submitting an application to Yorkshire College, the Student agrees to the storage of their personal details, including sensitive personal data, in Yorkshire College's administrative systems, whether on paper, computer or any other medium and to the usage of that information for Yorkshire College's purposes only. We process personal information to enable us to provide education and training, welfare, safety and educational support services, to administer school property, to maintain our own accounts and records, for administration and the organisation of events. Our processing also includes the use of CCTV to maintain the security of the premises and for preventing and investigating crime.

- Personal information about Students processed by Yorkshire College will include their full name, contact details and, where appropriate, those of their parents, guardian, agent or sponsor.

- We will also keep data about their education, health, welfare, accommodation, travel, passport/national ID, visa, finances and fees. We will keep this information secure at all times as necessary to run our business, deliver their education and ensure their welfare and safety. -

- We will sometimes need to share the personal information we process with other organisations in the UK or overseas. We will only share all or part of a Student's personal information when:

1. It is necessary for the provision of services involving external suppliers (e.g. accommodation, transfer, etc.).
2. It is legally required or lawful to do so.
3. In the event of a medical emergency if it is necessary to protect their health or the health of others.

- The student consents to their personal data being stored, processed and shared by Yorkshire College in this way.

- Students agree that copies of their regular reports on their academic progress and performance (including attendance and absence records) can be supplied to parents, sponsors or agents without prior notification.

- On the first day of the student's Course, they must give us their passport (or ID Card if they are resident in the EU/EEA). We will copy it and return the original to them.

- We will ask the student to provide us with certain personal information. It is the student's responsibility to advise Yorkshire College of any amendments to that information while they are enrolled with Yorkshire College.

- Yorkshire College will process and share personal information provided by Students in accordance with the Data Protection Act 2018 and any other applicable data protection legislation.

### **Photographs and Filming**

- Students must inform Yorkshire College before arrival or on their first day if they do not want their photographs or any filming used in promotional materials at Yorkshire College.

- School cannot accept responsibility for other students sharing images on social media. On occasion, we may take photographs/videos of our students in classes or during social activities. These photographs/videos may be used for promotional materials, social media, advertising, publications and by our affiliated agents. If you do not give permission for this, please notify us in writing and we will ensure that you are not included.