



## Student Terms and Conditions 2025-26

### Our Contract with you

When you formally enrol on the BSc (Hons)/Matrix Adv Dip. by returning this signed contract, you enter into a legally binding contract (the 'Contract') with Matrix College of Counselling and Psychotherapy ('Matrix' or 'us'). Formal enrolment commences on the date we receive your signed documentation.

The terms and conditions included in this document, together with the documents identified in this section below, constitute the terms of the Contract and apply to you from the moment you enrol with us by firmly accepting an offer of a place with us. The Contract may be updated each year and varied in line with Section 9 (and Schedule 1) below and terminated in accordance with section 11. You will be asked to review the terms and conditions each year, and on enrolling with us, or re-enrolling with us, you are agreeing that you have read, understood, and accepted our current terms and conditions. Section 9 (and Schedule 1) contain details of your options if you are unhappy with any change to the Contract. You can find past year's terms and conditions, and a summary of the main changes from year to year, at [www.matrix.ac.uk/document-archives](http://www.matrix.ac.uk/document-archives). Copies and alternative formats may be obtained from [admin@matrix.ac.uk](mailto:admin@matrix.ac.uk).

You should read these Terms and Conditions and the linked documents, including the Middlesex University Regulations at [www.mdax.ac.uk/about-us/policies](http://www.mdax.ac.uk/about-us/policies), carefully as they constitute our Contract with you.

As it is not practical to set out the full details of every policy or procedure that may apply to your studies you will find a number of links included within this document.

### 1 Enrolment

- 1.1 Formal enrolment on the course constitutes acceptance of the Contract including the financial liabilities of the training programme, acceptance of Matrix's policies and procedures and many of Middlesex University's regulations.
- 1.2 Once you enrol you accept and agree to be bound by and comply with:
  - Matrix's policies and procedures ('Policies and Procedures') – we have a range of Policies and Procedures which set out important rules and regulations applying to students and various aspects of College life. It is important that you familiarise yourself with them. They set out our expectations of you, and what you can expect of us. This includes in particular:
    - the Code of Ethics and Professional Conduct which sets out the ethical principles which inform our practice, together with the personal qualities and standards of conduct expected of all Matrix members;
    - the Student Conduct and Discipline Policy and Procedure which sets out our regulations on the student conduct and discipline – it is essential that you read this, including the section on what constitutes misconduct and the potential consequences for students;

- the Student Complaints and Grievance Procedure, which includes your right to make a complaint to the OIA (an independent body set up to review student complaints);
- Fitness to Study Policy and Procedure which relates to your capacity to participate fully and satisfactorily as a student at Matrix College in relation to academic and professional practice;
- Equality, Diversity and Inclusion Policy which sets out our aim to promote equality of opportunity for all;
- Data Protection Policy and Privacy Notice which sets out how we handle your personal data as an applicant, a student, and as alumnus.

All are available from [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)

Middlesex University Regulations (available from [www.mdx.ac.uk/about-us/policies](http://www.mdx.ac.uk/about-us/policies)) apply to all students. Matrix has its own procedures for admissions, attendance, marking, student appeals and complaints.

## **2 UKCP requirements**

- 2.1 If you wish to apply for UKCP (United Kingdom Council for Psychotherapy) Registration following completion of both the course and the required clinical hours, you will need to comply with any eligibility requirements of the UKCP.

## **3 Admission**

- 3.1 Our Admissions Policy sets out our framework for applying and being admitted to Matrix. The Policy is available at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)
- 3.2 Our Admissions Complaint and Appeals Policy includes details of our process for raising appeals and complaints against application decisions. The Policy is available at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance).

## **4 'Cooling Off' Period**

- 4.1 You have the right to withdraw your application within 2 weeks of our receipt of the signed enrolment paperwork. This is the 'cooling off' period. Withdrawal from the course must be made in writing to the Matrix Principal, Fiona Paul ([fiona@matrix.ac.uk](mailto:fiona@matrix.ac.uk)); it will be effective from the date it is received. You can use the template withdrawal notice at Schedule 3, but you do not need to.
- 4.2 If you request to withdraw your application within 2 weeks, Matrix will issue you a full refund of the deposit and any tuition fees paid.

## **5 Deposit**

- 5.1 Once the 'Cooling Off' period is ended if you decide not to undertake the course the deposit will not usually be refunded.
- 5.2 In the unlikely event that, before you start the course, we notify you that we are unable to run the course, the whole of your deposit will be returned to you (see Matrix College Student Protection Plan at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)).

## **6 Payment Terms**

- 6.1 Tuition fees are non-transferable to any other individual.

- 6.2 Our programme incurs a tuition fee for each academic year of study. The tuition fee for 2025-26 is £6355 for Year 1, £6355 for Year 2 and £6355 for Year 3.
- 6.3 The Part Time Pathway fee is £500 (the Part Time Pathway is required when a student fails a module and needs to retake a module during a year out of full-time study. This cost is not covered by the student loan).
- 6.4 The fees at 6.2 are tuition fees. If you have outstanding tuition fees to pay the consequences may include not continuing on the next module of study, not progressing to the next academic year, not being issued with a certificate and not being allowed to graduate until either all of the academic fees have been paid, or you have an agreement with Matrix for payment of those academic fees.
- 6.5 Tuition fees are reviewed each year as set out in the offer letter.
- 6.6 Please see the Additional Costs Information included in the enrolment pack for information about the extra costs you will incur whilst undertaking the course. If you do not pay Additional Costs, you will be unable to participate in, or complete, the course.
- 6.7 Self-funding students are able to spread the cost over three terms at no additional cost. Other payment arrangements may be considered.
- 6.8 You are liable for all fees regardless of whether you are being funded by a loan, or an employer or sponsor see 6.9. If you are being funded in part/full by an employer/sponsor you agree to us sharing your personal data, including academic progress with them as necessary.
- 6.9 If your student loan or employer/sponsor's contribution does not cover the full course fee, then you must arrange to pay the balance at the start of the academic year.
- 6.10 If you do not keep up with termly payments as agreed, Matrix reserves the right to request full payment immediately.
- 6.11 Matrix College will take legal action for the recovery of monies due and, in such circumstances, Matrix reserves the right to make reasonable charges to represent the administrative and other costs incurred by the non-payment.

## 7 Student Loans

- 7.1 If you are applying for a Tuition Fee Loan from Student Finance you must ensure that your application is sent in good time and that any queries or problems are dealt with swiftly.
- 7.2 If for any reason your application to the Student Loans Company (SLC) is not successful or if the SLC does not pay some part of your tuition fees, **you will be liable to pay any outstanding balance to Matrix.**
- 7.3 **Funding paid to us by the SLC across the year is not evenly distributed per term. This means if you leave part way through an academic year, we will recover outstanding fees from you that are not covered by the SLC payments.** If you withdraw from, discontinue or suspend your studies at Matrix once you have attended one complete day of a teaching unit you are liable for any shortfall between the tuition fee liability and the amount we receive from SLC.

## **8 Non-payment of course fees**

- 8.1 All students become liable for the full year's fees at the beginning of the academic year. This means that if you leave during the course of the year for **any reason** (including illness, unforeseen event or change in personal circumstances) you will be required to pay the full year's fees unless there are very exceptional/mitigating circumstances. In this case a written request for partial waiver of fees needs to be sent to the Principal. The Management Team will decide whether a partial waiver of fees is agreed, taking into account the exceptional/mitigating circumstances.
- 8.2 Matrix is unable to refund fees when a student is absent due to illness or other emergency, unforeseen event or change in personal circumstances. You are therefore advised to arrange insurance to provide cover for the refund of fees in such cases of illness or injury or other emergency, unforeseen event or change in personal circumstances.
- 8.3 For those in receipt of a student loan please refer to Student Loans Company's terms and conditions and see paragraph 7 above.
- 8.4 If a student is required to withdrawn from the course as per the Matrix College Fitness to Study Procedure or under the Student Conduct and Disciplinary Procedure the liability remains the same as above 8.1 regardless of whether you are self-funding or in receipt of a student loan.

## **9 Making changes to our Contract with you**

- 9.1 In Schedule 1 of the Contract (pg.10) we set out very important information about the changes that we might make to the Contract with you, the reasons why those changes may be made, the approach we usually follow and your various rights (including if you are unhappy). This includes information about potential changes to aspects of your course and its delivery and assessment.

It is very important that you read Schedule 1 before accepting these terms and conditions and enrolling.

## **10 Discontinuing the course**

- 10.1 Please see the Matrix College Refund and Compensation Policy at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance), for the procedure in the event of a course cancellation. We would do all we could to ensure the continuation of studies by continuing to 'teach out' the ongoing courses. If teach out designation was not possible students would be helped to transfer onto an alternative course with a designated provider. If teaching out the course was not possible and the Matrix College Student Protection Plan is activated [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance).
- 10.2 In the unlikely event of a course not running at the advertised venue and a student has to travel to an alternative venue Matrix shall, if required, reimburse reasonable travel expenses for the academic year. Matrix shall not be responsible for any other consequential losses suffered by the student as a result of changing venue.

## **11 Our right to end the Contract with you**

- 11.1 We can terminate a student's Contract with no refund of fees on grounds of non-disclosure, or false information given on either the application or enrolment form as per the Student Conduct and Discipline Policy.

- 11.2 We can terminate a student's Contract either for major breach of Matrix Codes of Ethics and Professional Conduct, non-compliance with action plans as detailed in the Fitness to Study Policy and Procedure, or as an outcome of the disciplinary process.
- 11.3 We can terminate a student's Contract if they are unable to meet the requirements detailed in the Fitness to Practice Procedure which would deem them unable to work in a clinical placement.
- 11.4 If we terminate a student's Contract following the disciplinary process or the Fitness to Study Policy and Procedure the student will remain liable for the fees detailed in 7 and 8.
- 11.5 We reserve the right to terminate a student's Contract with no refund of fees if a student does not meet the 80% attendance criteria.
- 11.6 We reserve the right to terminate a student's Contract with no refund of fees if a student does not pay the tuition fees (as detailed in 8).
- 11.7 Students will not be permitted to progress to the following year of the course if they fail a module.

## **12 Your right to end the Contract with Us**

- 12.1 You may terminate this Contract and your application to Matrix, or registration as a student, for any reason, in any one or more of the following circumstances:
- 12.2 If between accepting an offer and starting the course, you withdraw acceptance of an offer from us.
- 12.3 If you do not enrol or re-enrol with Matrix within the relevant timescales prescribed by us.
- 12.4 If you withdraw permanently from the course at any time.

## **13 Consequences of termination of this Contract**

There are a number of important consequences arising on termination of this Contract (and therefore your registration as a student). These are summarised below:

- 13.1 Tuition Fees – if you or we terminate this Contract and your registration on the course, you may be entitled to a refund of Tuition Fees in line with the course closure section of the Contract and the Refund and Compensation Policy at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance). If outstanding fees are owed by you, you will remain obliged to pay these.
- 13.2 Exit award / transcript – depending on your academic progress and attainment, you may be entitled to receive an exit award or transcript, in line with the relevant degree regulations.
- 13.3 Access to Matrix and Middlesex University services and facilities – your right to study on the course will cease with immediate effect. It will also normally result in all rights of access and benefits associated with being a student of Matrix and of the University (including to systems, services, and facilities) ceasing with immediate effect. Depending on the circumstances of your exit (for example, if it follows a reached by disciplinary panel), other relevant conditions and restrictions might be put in place (for example, removing any rights of access to premises, not permitting an exit award and not allowing attendance at a degree ceremony).

## 14 Placements

- 14.1 You must undertake a number of client placement hours to progress in the course. You will be responsible for securing your own placement(s) in order to gain experience of client work required in Year 2 and 3 of the course. Please see Student Placement Information for more information on requirements for placements and support available.
- 14.2 If you leave the course at the end of Year 2 without completing any clinical hours but have completed and passed all the modules you will gain an academic award and be awarded your University HE credits but will **not** have a counselling qualification.

## 15 Part Time Pathway

- 15.1 If you are enrolled on the Part Time Pathway for any reason, we are unable to guarantee that you can return the following year if the programme is not running. If the course is cancelled students would be helped to transfer onto an alternative course with a designated provider. Please see Student Protection Plan for more information about course cancellation.

## 16 Complaints

- 16.1 Should you, as a registered student at Matrix, have a complaint regarding your experience with us, then you should follow the steps set out in the Student Complaints and Grievance Procedure. The procedure sets out our informal and formal processes for considering complaints and summarises your right to raise a complaint with the Office of the Independent Adjudicator for Higher Education (an independent external body, established by law, to consider student complaints across the higher education sector) if your complaint is eligible under its rules and once all internal Matrix procedures have been concluded. Unless you have a credible and compelling reason for late submission, if your complaint has been submitted beyond 3 months from the issue that prompted the complaint, we will not normally consider it. The procedure is available at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance).

## 17 Force Majeure

- 17.1 Neither Matrix, nor our representatives, are liable in cases where we are unable to fulfil any services to which we are contractually bound for events outside of our control which we could not have foreseen or prevented, even if we had taken reasonable care, as long as we have taken reasonable and proportionate steps to mitigate the impact of these events.
- 17.2 Such events include; strikes and other industrial action by non-Matrix staff; staff illness; severe weather; fire; civil commotion; riot; invasion; terrorist attack or threat of a terrorist attack; cyber-attack; war (whether declared or not); natural disaster; restrictions imposed by government or public authorities; significant changes to our funding or government higher education policy; epidemic or pandemic disease; or failure of public utilities or transport systems.
- 17.3 Should any such circumstances arise, we will take reasonable and proportionate steps to mitigate the impact on students, which may include making changes to your course and our services and facilities in line with section 9 above. We will also take such reasonable and proportionate steps in the context of strikes and industrial action by Matrix staff. Section 9 and Schedule 1 set out the range of circumstances in which changes might be made, the likely reasons for those changes, how we will communicate the circumstances of the change to students and prospective students, and how we will seek to remedy the situation if you are unhappy with the change.

## **18 Our liability to you**

- 18.1 Nothing in this Contract shall limit or exclude our liability for death or personal injury arising from our own negligence, or for fraud or fraudulent misrepresentation.
- 18.2 We will be liable to you for loss or damage you suffer that is a foreseeable result of our breach of this Contract or if we fail to carry out our obligations under the Contract to a reasonable standard, but not to the extent that any such failure is attributable to you or a third party that is not within our control. We will not be liable for loss or damage which were not foreseeable. Losses are foreseeable if they were an obvious consequence of our breach of this Contract or if they were contemplated by you and us at the time we entered into this Contract.
- 18.3 We shall not be held responsible for any injury to you (financial or otherwise), or for any damage to your property, caused by another student, by any person who is not an employee or authorised representative of Matrix or by any other third party.

## **19 Middlesex University Validated Programme**

- 19.1 As a Matrix student you enrol at and attend Matrix College. The BSc (Hons) Programme is validated by Middlesex University and this means you are a student of both institutions. Within Middlesex University the programme is linked to the University's School of Science and Technology.
- 19.2 Being a Middlesex University student means, in brief, the following:
- if you successfully complete all parts of the programme you will receive the Middlesex University qualification of BSc (Hons);
  - you may attend the appropriate Middlesex graduation ceremony.
- 19.3 The following facilities are not available to Matrix students:
- a Middlesex University ID card;
  - membership of the Middlesex University Students' Union;
  - Middlesex University library facilities.
- 19.4 Matrix follows the Middlesex University regulations (see 1 above). Matrix has its own procedures for admissions, attendance, marking, student appeals, and complaints.
- 19.5 If you successfully pass the BSc you will be awarded an Advance Diploma from Matrix College and the BSc (Hons) from Middlesex University. The Middlesex University certificate will say: Middlesex University in collaboration with Matrix College of Counselling and Psychotherapy (name) has been awarded the Bachelor of Science with <classification> honours in Integrative Counselling.
- 19.6 You have one year from the end of your training to complete the BSc award. If you have not completed within this timeframe your position as a student at Matrix will be ended unless you have mitigating circumstances (such as maternity leave) that make completion in the time frame unachievable. In such cases, you need to apply for extenuating circumstances from Middlesex University via Matrix in order to complete the course.

## **20 Data protection and disclosure of personal information**

- 20.1 By entering into the Contract and enrolling with us, you acknowledge that we and Middlesex University will hold and process your personal data, which may include your special category data (special category data includes, for example, data concerning racial/ethnic origins, criminal convictions, health and wellbeing and sexuality). We will hold and process your personal data in compliance with our obligations as Data Controller under the UK General Data Protection Regulation and Data Protection Act 2018 and in accordance with our Student Data Privacy Notice (which is accessible at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)).
- 20.2 We will not share your data with third parties apart from Middlesex University unless we have an appropriate consent from you, are under a statutory or regulatory obligation to do so (such as with the UKVI, OfS, HESA, the Student Loans Company Ltd, the Skills Funding Agency, local authorities or police) or are otherwise permitted to do so under the UK General Data Protection Regulation and Data Protection Act 2018.
- 20.3 Our Applicants & Prospective Students Privacy Notice (which is accessible at: [www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)) explains how we collect, maintain and use personal data when you make enquiries about studying at Matrix, make an application and if you go on to become an offer holder (i.e. when you have a preliminary offer and have not yet accepted the formal offer). For example, it provides details of what data may be sent to the Higher Education Statistics Agency (HESA), when data may be disclosed to a third party and what information is included on your student record.
- 20.4 Third Party rights – this Contract is personal between us and you. You may not assign or transfer it to a third party. A person who is not a party to this Contract (such as a third party responsible for the payment of some or all of the academic fees) does not have any rights under or in connection with this Contract.
- 20.5 Law and jurisdiction – the Contract is governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts.



## **Learning Agreement and Signature**

I declare that the information I have provided whilst applying and enrolling on the course is full, truthful and accurate. I confirm that should my circumstances change, I will notify Matrix College immediately.

I confirm that I have read, understood and accept the Matrix College Student Terms and Conditions 2025-26.

Name:

Signature:

Date:

Reviewed: May 2025  
For review: May 2026

## **Schedule 1**

Amendments to your course or these terms and conditions.

### **1. Changes in general**

We will do our best to deliver your course in accordance with course information and our regulations, policies and procedures. However, from time to time we may make changes to our academic provision (particularly to keep content relevant and up to date), including updating our courses, or to our other services and facilities. This Schedule sets out a range of circumstances in which changes might be made, the likely reasons for those changes, how we will communicate the circumstances of the change to students and prospective students, and how we will seek to remedy the situation if you are unhappy with the change.

We will always aim to limit any changes to those reasonably necessary to achieve the required objective and/or respond appropriately to the circumstances necessitating change. The majority of changes made will be made for the benefit of students and their experience with us and to reflect developments in best practice aligned to sector standards, and most will involve student consultation.

We are committed to communicating any changes to you as early as possible, setting out clear information and options. We will take all reasonable steps to minimise disruption and to enable you to complete your studies as intended.

### **2. Changes to courses**

#### **2.1 Change of course title**

Such changes are rare and will not normally be made less than three months before the scheduled start of the course. We will let applicants or those who have accepted offers know as soon as possible once the change has been approved, so they can consider if they still wish to accept our offer or to enrol.

#### **2.2 Loss of validation**

In the unlikely event that we were to lose our validation, then we would seek another validating partner. If that were not possible 'deliver out' arrangements will normally apply. This means that the course continues to be delivered to existing students until such time that they complete it. Where that is not possible for particular students (for example, those on a period of interruption or those who have deferred their entry) we will consult with them individually about the impact on them and their options, and we will make every effort to identify another suitable course with another higher education provider, alongside considering any other appropriate remedies. We will follow the same process, and consider similar options, for applicants who have accepted an offer from us but are unable to start due to loss of validation.

#### **2.3 Loss of Professional, Statutory or Regulatory Body (PSRB) Accreditation**

In the unlikely event that we were to lose accreditation or to decide to withdraw an accredited course, then 'deliver out' arrangements will normally apply. This means that the course continues to be delivered to existing students until such time that they complete it. Where that is not possible for particular students (for example, those on a period of interruption or those who have deferred their entry) we will consult with them individually about the impact on them and their options, and we will make every effort to identify another suitable course with another higher education provider, alongside considering other appropriate remedies. We will follow the same process, and consider similar options, for applicants who have accepted an offer from us but are unable to start due to loss of PSRB accreditation.

## **2.4 Change to number of academic sessions, method of delivery, timing of assessments, or method of assessment**

Changes may be made to improve the delivery of the course as part of our process of continuous improvement and enhancement (including in response to student feedback or as a result of the re-validation process). Changes might also be made to allow us to continue delivering courses, while mitigating the impact of an unexpected event or of strike action by Matrix staff, (for example, we might move to on-line classes and assessments or need to re-scope aspects of our course content, approach and delivery in the event of a pandemic preventing in-person teaching, research and assessments).

Wherever possible, changes will be made following engagement and consultation with students. Whatever the reason for change, we will always aim to provide at least an equivalent quality of experience (with intended credits and learning outcomes met) as might be reasonably expected compared with the original planned delivery).

In such circumstances, we will notify you as to why changes are happening and what options are available to you if you are unhappy. Our usual approach is to invite students to raise any questions they may have regarding amendments made with us in the first instance and refer students to the Student Complaints and Grievance Procedure if it has not been possible to resolve the issue and they wish to consider raising a formal complaint.

## **2.5 Changes to the members of academic staff delivering courses**

While individual members of staff may be unavailable for a time, or may leave, we design our courses to be taught, by integrated teams of academic staff so the risk that we will not be able to deliver a course or a particular component is low. We may replace the Programme Lead with another experience tutor at Matrix to ensure minimal disruption to your studies and support. Alternatively, we may recruit a suitable qualified, external tutor to take on the role.

Our usual approach is to invite students to raise any questions they may have regarding any such changes with us in the first instance and refer students to the Student Complaints and Grievance Procedure if it has not been possible to resolve the issue and they wish to consider raising a formal complaint.

## **2.6 Module and course content changes**

The course and modules are reviewed regularly. We may make changes to reflect current thinking in counselling and psychotherapy, to maintain academic standards or as a result of feedback from the University, the student body, from external examiners, from the UKCP, from employers/industry, or following developments in research and practice.

Amendments to the course will be considered by the Academic Board and passed to the Management Team for approval. The Academic Board has student members who are involved in the decision making of the Board. Where a significant change to a module is proposed approval is sought from the students (via the student reps). If a consensus is achieved any proposal will be forwarded to Middlesex University for approval.

We will inform students of any material changes to the curriculum at least two months prior to the start of the new academic year.

Once changes have been approved, they will be published in the module and course descriptors for the following academic year.

We refer students to the Student Complaints and Grievance Procedure if it has not been possible to resolve their issues and they wish to consider raising a formal complaint.

## **2.7 Compulsory Module Availability**

We will always aim to ensure these are delivered as advertised. On the rare occasion that this is not possible (for example due to staff unavailability, other resource unavailability, or unpredictable events such as fires and floods) we will engage (and where possible consult) with you about the situation and the potential options available to you. The options might include the module being replaced with a new or alternative module which continues to meet the intended learning outcomes for the course or identifying suitable optional modules which again meet the course's intended learning outcomes. In such circumstances, any changes will be discussed and approved at the Board of Governors.

Our usual approach is to invite students to raise any questions they may have regarding any such changes with us in the first instance and refer students to the complaint process if it has not been possible to resolve the issue and they wish to consider raising a formal complaint.

## **2.8 Course Closure**

If, in the unlikely event, it becomes necessary to close a course (for example, for reasons including insufficient student interest, loss of UKCP accreditation, loss of University validation, replacement with a new course, or if the course is deemed to be no longer viable (for academic, regulatory, legal or financial reasons), we will engage with students at the earliest possible opportunity.

We will know some time in advance that a course may need to close and so will not normally advertise it to new applicants. If a course does close before offer holders have enrolled, then we will notify them as soon as practicable and assist them to find a course at another higher education provider. We may also compensate for the evidenced expenditure incurred in an applicant's attempt to find an alternative higher education provider.

We will let existing students know what is happening with their course and what this means for them. In almost every case we will continue to 'teach out' the course so that students can complete it as planned. Where there is not possible for particular students (for example, those on a period of interruption or those who have deferred their entry) we will consult with them individually about the impact on them and their options, and we will make every effort to identify another suitable course with another higher education provider.

On the very rare occasion that it is not possible to 'teach out' a course, we would assist students transferring to another higher education provider. We will provide targeted support in relation to students in receipt of a bursary.

Our Refund and Compensation Policy sets out more details on the above and the steps we will take and the support we will provide if we close a course, whether that is planned or unexpected, and your rights as an existing student or as an applicant in the event that we do to. The Policy is available at: <http://matrix.ac.uk/compliance>.

## **2.9 Generally**

We will notify you of changes at the earliest possible opportunity. We will take reasonable steps to minimise the impact of any changes including by providing reasonable and proportionate support which could include helping you to find suitable alternative provision with another higher education provider.

Our primary focus is on ensuring continuity of study, and we consider payment of refunds and/or compensation where that is not possible or where we consider the circumstances otherwise justify it. We will consider, on a case-by-case basis, paying (for example) reasonable travel, maintenance and/or tuition fee costs associated with transfer to another provider.

If you have any concerns in connection with any such changes then you are encouraged to raise these in the first instance with us to explore options around resolution. If you remain concerned, you may raise a formal complaint under the Student Complaints Procedure.

### **3. How we deal with other changes, and your options and rights in the event of change**

#### **3.1 Re-location of teaching**

In the event that we need to re-locate your course or deliver your course by alternative methods such as on-line (for example in the event of a flood, or fire) we will notify you as soon as possible and if this necessitates significant demonstrable additional travel expenditure for you, we will provide appropriate financial compensation.

#### **3.2 Changes to term dates or the timetable**

Unless in exceptional circumstances, term dates will proceed as published. If any changes become necessary, we will inform applicants/students at the earliest possible opportunity and engage with them to explore any concerns they have and the options available to them.

The timetable will usually be published in August prior to the start of the academic year.

We will, where possible, seek to limit changes to published timetables. However, changes might become necessary where, for example, it becomes necessary to re-locate teaching (see further above) or identify an alternative member of staff to deliver the particular unit.

Our usual approach is to invite students to raise any questions that they may have regarding amendments made with us in the first instance and refer students to the Student Complaints and Grievance Procedure if it has not been possible to resolve the issue and they wish to consider raising a formal complaint.

#### **3.3 Changes to our Policies and Procedures**

During your registration with us, we may update, amend and/or replace our Policies and Procedures from time to time in order to ensure that such documents, and the College, operate efficiently for students, meet relevant legal and regulatory obligations and are consistent with best practice.

Changes are usually made in response to student/staff feedback, external examiner feedback, UKCP requirements, or other national or governmental external requirements. We will ensure that any important changes to such documents are notified to students.

Such changes are generally either minor in terms of student impact or are made in the students' interests (or both). The procedure for proposing, discussing, and agreeing to any such changes will usually involve the approval of the Board of Governors and will normally involve prior consultation with representatives of the student body. If, however, you feel that you will be negatively impacted as a result of any such change, you should in the first instance raise the matter with us. If you remain unhappy you may raise a complaint under the Student Complaints and Grievance Procedure.

#### **3.4 Changes to these terms and conditions**

It may also be necessary for us to make changes to these terms and conditions, including to comply with consumer or other law, to comply with the requirements of our regulators (such as the Office for Students) or to reflect best practice. Where changes are made, these will normally be brought into effect at the start of the following academic year. However, in certain circumstances it may be necessary for the changes to be implemented during the course of an academic year. We will notify students of any changes as soon as reasonably practicable.

Such changes are generally either minor in terms of student impact or are made in the students' interest (or both). The procedure for proposing, discussing, and agreeing to any such changes will usually involve consultation with representatives of the student body. If, however, you feel that you will be negatively impacted as a result of any such change, in the first instance please raise the matter with us. If you remain unhappy you may raise a complaint under the Student Complaints and Grievance Procedure.

#### **4. Student Protection Plan and Policy on refunds and compensation**

We are required by the Office for Students to maintain a Student Protection Plan and a Policy on Refunds and Compensation. The Student Protection Plan includes an assessment of risks to continuity of study and identifies the mitigation measures implemented by us. The Policy on Refunds and Compensation identifies our approach to refunds/compensation in the circumstances described in the policy where we are unable to preserve continuity of study. Compensation may include, as considered on a case-by-case basis, reasonable travel, maintenance and/or tuition fee costs associated with a student's transfer to another programme of study or provider and/or any losses associated with lost time. We will consider relevant guidance published by the OIA when considering our approach to the payment of compensation.

The Student Protection Plan is accessible at:

[www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)

The Policy on Refunds and Compensation is accessible at:

[www.matrix.ac.uk/compliance](http://www.matrix.ac.uk/compliance)

## Schedule 2

Template Notice of Cancellation Form (you can use this if cancelling within 14 days of formally accepting your offer)

I hereby give notice that I cancel my Contract for the supply of education services at Matrix College for

..... (Programme)

Date of Acceptance Offer: .....

Name of Student: .....

Signature: .....

.....

Date of cancellation: .....