

## Terms and conditions of offer

The information below sets out the terms and conditions of your offer of a place to study at Walbrook. By accepting your offer, you're agreeing to these terms and conditions that form part of the agreement between you and Walbrook.

### 1. Your offer

The offer you've received is only guaranteed if you meet the exact terms of the offer. This includes compensating grades, programme entry, and English language requirements, unless advised otherwise by Walbrook in official correspondence.

If you've accepted your place as either FIRM or INSURANCE choice, and you've met your offer conditions after results have been released, Walbrook will confirm your place.

If you haven't met your offer conditions after results have been released, Walbrook have the right to offer you a place on an alternative programme. If you don't wish to accept the alternative offer, you can choose not to do so and proceed to your insurance choice or into UCAS Clearing as appropriate.

A request to change to a different programme of study during the application stage or on registration at Walbrook isn't guaranteed, and is subject to you meeting the entry requirements for the specific programme and availability.

### 2. Accuracy of information provided by an applicant

In accepting the offer of a place to study at Walbrook, you're confirming that the information you've provided, or information that has been provided on your behalf, is accurate to the best of your knowledge.

Walbrook reserves the right to withdraw an offer of a place to study or terminate your registration if false or misleading information has been provided.

### 3. Behaviour of applicant

Walbrook is committed to promoting a supportive environment for all staff, students, and visitors, and expects reasonable standards of behaviour, honesty, and integrity, no matter which mode of study undertaken. Should you display behaviour(s) that aren't in accordance with our equality and diversity policy, information technology acceptable use policy and / or our student disciplinary policy, we reserve the right to withdraw an offer of a place to study or terminate your registration.

### 4. Payment of fees

You've an obligation to make appropriate arrangements for the payment of fees before you commence your programme of study. Walbrook will invoice you for the full amount or remaining amount of fees each academic year, unless you've any of the following arrangements in place

- financial support from Student Finance England, Wales, Northern Ireland or Student Awards Agency for Scotland, or
- evidence from your employer or sponsor indicating responsibility for the payment of fees in full or part, or
- you've applied or been awarded a discount or remission of fees, or
- you're a self-funder and have been offered the option to pay your tuition fees by an agreed payment plan.

## 5. Communications between applicant and Walbrook

Upon registration, you'll be given an Walbrook email account. All email communications from Walbrook will be sent to that email address and you're expected to use that account for all email communications to Walbrook. It's also your responsibility to check your Walbrook email account at least once a week as an absolute minimum. Please see Walbrook's information technology acceptable use policy.

You're responsible for ensuring that you've the appropriate technology and equipment to access your learning and assessments. Providing necessary technical equipment isn't included in the course fees. Core content will be delivered within a digital, password protected, environment. Your online entry details will be provided to you at the beginning of your study programme, and you must ensure that you don't give these details to others. You must make sure unauthorised third parties can't access our virtual campus or your programme's learning and assessment materials.

## 6. Walbrook's regulations, policies and Student Charter

By accepting the offer of a place to study at Walbrook, you're agreeing to comply with Walbrook's General and Academic Regulations, policies and the Student Charter.

[General and Academic Regulations](#)

[General policies](#)

[Student policies](#)

[Student Charter](#)

## 7. Changes to Walbrook's General and Academic Regulations

Walbrook reserves the right to make reasonable changes to the General and Academic Regulations where we believe the changes will ensure the regulations remain fit for purpose and reflect any external sector guidance, including legal or regulatory changes to government policy. Any changes to regulations normally take effect from the start of the next academic year.

You'll remain on the General and Academic Regulations that were in place at the time of your registration and throughout your registration period.

Our website clearly identifies the different General and Academic Regulations according to the year of registration.

## 8. Variation

Walbrook will make all reasonable efforts to deliver the programmes and extracurricular events as described in published materials and subject to these terms and conditions.

We may need to make reasonable changes to a programme to ensure the content and syllabus is developed to remain current and relevant or to enhance the student learning experience. Any such changes will be kept to a minimum and we'll consult with students on changes as soon as possible.

We may need to vary the terms and conditions of this offer due to circumstances beyond our reasonable control. Examples of such circumstances could include but aren't limited to restrictions imposed by government and / or local authorities, industrial action, natural disasters, pandemic / epidemic, political unrest, acts of terrorism.

Where we have to vary the terms and conditions of this offer, we'll inform you as soon as possible. We'll work with you and provide reasonable support to minimise the impact of any variation as far as is possible. This could include providing an alternative course with us, deferring your entry to the course, liaising with UCAS on the potential to substitute your choice, or liaising with other providers to support your transfer to another course.

Please also see our [student protection plan](#) for further information.

## 9. Data protection

We'll process your personal data in accordance with the principles of the Data Protection Act (2018).

The information you've provided to UCAS and or Walbrook on application will be used by Walbrook for administrative purposes. It'll also be used for research and compilation of statistics to provide statutory returns. Walbrook, from a legal perspective, may have to provide information to outside organisations such as the police, Home Office and local authorities including the Department of Work and Pensions and its agencies. If you're employed or being sponsored by a third party, we may be required to provide information relating to your attendance and performance to your employer or sponsor.

Walbrook may be required to share your personal data with a placement or internship provider to facilitate this.

We may share your personal data with third parties necessary for us to fulfil our contract with you. This may include other institutions if you're studying for a dual award, partners we work with for the delivery of examinations, and those who work closely with us to deliver practical workshops that form part of your modules. We'll ensure appropriate arrangements are in place to protect your personal data and individual rights.

If you've a disability and have been assessed to receive reasonable adjustments during assessments, Walbrook will make all reasonable efforts to implement those adjustments. Information about your disability will only be shared confidentially with staff that have a need to know in order to facilitate the adjustments and provide the relevant support.

Further details on how we use your information can be found within our [data protection policies](#).

## 10. Cancellation Rights

If you accept your offer of a place to study with Walbrook, you've up to 14 days to change your mind without giving any reason or incurring any financial penalties.

### **Applicants who have applied via UCAS**

If you wish to decline your offer to study with Walbrook, you should do this within UCAS Track. Please refer to the guidance information on [UCAS](#).

If you're holding an unconditional firm place with Walbrook and you'd like to withdraw or be released into Clearing, you must contact Walbrook, email [study@walbrook.ac.uk](mailto:study@walbrook.ac.uk) stating your reason. Or you can call us on +44 020 7337 6293/4.

### **Applicants who have applied direct to Walbrook**

If you wish to decline the offer to study with Walbrook, please send a clear statement confirming your cancellation to the relevant email address below. You may prefer to use our [cancellation form](#) although this isn't obligatory.

For undergraduate programmes  
[hesupport@walbrook.ac.uk](mailto:hesupport@walbrook.ac.uk) For postgraduate  
programmes [pgonline@libf.ac.uk](mailto:pgonline@libf.ac.uk)

### **Cancellation before the end of the 14 day statutory cancellation period**

If you change your mind and decline your offer of a place to study with Walbrook, we'll reimburse you for all payments received from you. Walbrook will make the reimbursement without undue delay. If the payment was made by a sponsor or employer, Walbrook will reimburse the relevant party.

### **Cancellation after the 14 day statutory cancellation period**

If you change your mind and decline your offer after the cancellation period has ended, Walbrook won't be able to refund all payments received from you.

Please see our [student withdrawal policy](#) which gives details of fee liability.

#### 11. Programmes that start within the 14 day cancellation period

If your programme of study is due to start within the 14 day cancellation period from the date that you accept your place with Walbrook (e.g., via Adjustment or Clearing) then, by accepting the offer, you're agreeing that the service should commence within the cancellation period. If, however, you subsequently decide to withdraw within the cancellation period, you'll be liable to pay fees as documented in our [student withdrawal policy](#).

#### 12. Any questions

If you've any questions relating to your offer of a place to study with Walbrook, please contact us either by telephone +44 020 7337 6293/4 or by email to the appropriate address below.

For undergraduate programmes  
[hesupport@walbrook.ac.uk](mailto:hesupport@walbrook.ac.uk) For postgraduate  
programmes [pgonline@libf.ac.uk](mailto:pgonline@libf.ac.uk)

#### 13. Complaints

If Walbrook is unable to resolve a complaint informally, applicants and students can escalate their complaint formally, in writing, to our Complaints Officer, email [complaints@libf.ac.uk](mailto:complaints@libf.ac.uk) or to Walbrook, Administrative Centre, 4 - 9 Burgate Lane, Canterbury, Kent, CT1 2XJ. Information on complaints and appeals forms part of our Code of Practice, chapter 10 which can be found [here](#).

#### 14. Definition of words / terms used in this document

Word or term used	Explanation
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Adjustment	This is a service offered by UCAS that allows students who've met and exceeded the conditions of their conditional firm offer. Students may be able to use Adjustment to find an alternative programme in Clearing without having to reject their firm choice.
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Clearing	This is a service offered by UCAS that helps students who didn't achieve their exam results to get into their firm or insurance choice universities. A list of available programmes offered by universities will be made available in Clearing. Clearing is also available to students who aren't holding any offers.
Compensation grades	If an offer has been made e.g., Maths A, Economic B, History B, but the applicant achieves Maths B, Economics B, History A, the applicant can't compensate the Maths grade with the History grade.
Fee liability	An amount of money that is required to be paid within a given timeframe.
FIRM choice	An applicant's first university choice within UCAS.
INSURANCE choice	An applicant's second university choice within UCAS should they not meet the required grades for their first choice.
Internship	A period of time, usually between four and 12 weeks, where a student will undertake paid work experience.
Permanent residency	This refers to a person's resident status in a country of which they're not a citizen. This is usually for an indefinite period.
Placement	A period of time, usually up to one year, where a student will undertake paid work experience as part of their programme of study.
Reasonable adjustments	Changes made to assessment arrangements to support students with disabilities or dyslexia.
Registration	Date of start of studies with Walbrook.
Registration period	Period from first date of start of studies to the end of the registration timeframe as noted in the General and Academic Regulations.
Self-funder	Students who are paying their own tuition fees or are being supported by a third party i.e., an employer or sponsor.
UCAS	Universities and Colleges Admissions Services is a UK-based organisation whose main role is to operate the application process for British universities.
Unconditional firm place	Students holding an unconditional firm place do not have any offer conditions to meet.