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Abbey College in Malvern Student Guide September 2019 - June 2020

This guide is intended to contain all the supplementary information needed in conjunction with our prospectus. **Please note that this guide is NOT intended to be for summer vacation courses**, which have a separate application form. The answers to some of the most frequently asked questions are to be found here. The college website contains further relevant information.

ARRIVAL AT THE COLLEGE

Students should aim to arrive at the college between 14:00 and 19:00 on the travel day.

ARRIVAL/DEPARTURE – COLLECTION/DROP OFF AT HEATHROW AIRPORT

It is recommended that academic course students arrange to arrive at, and depart from, Heathrow airport in London on the travel days, between 10:00 and 17:00, when a complimentary transfer is available. Please refer to the course dates for travel day dates. Students are expected to be in the college ready for the start of term. The college must be informed if there are exceptional reasons why a student is to arrive late.

Private transfers are required for students aged 16 and under, arriving outside these travel times, as Immigration will not allow them to enter the UK without an appropriate adult to meet them.

Personal taxi transfers to/from **any** airport – including Heathrow – can be organised by Abbey College for any time. Please ask us for specific charges relevant to your booking.

For **all** airport transfers, at least three full working days written notice is required for Abbey College to arrange collection. All travel arrangements must be sent in writing to the Registrar, who is not in the office on weekends. Please note that Abbey College cannot be responsible for missed flights under any circumstances.

Students arriving outside of a travel day can contact Abbey College to arrange a taxi, for which they are charged. Academic short course students will be required to book such a service if not travelling independently.

Abbey College is closed to arrivals after 22:00.

ARRIVAL/DEPARTURE – ACCOMMODATION

Accommodation will be available from 14:00 on the travel day until 10:00 on the last day at the end of the course. The first meal is served on the evening of the travel day. Abbey College's dining room closes at 19:15 on travel days.

A student's initial course finishes when his/her final public examination has been completed, two days after which the student is required either to join an alternative programme until the end of the term or to return home.

Academic students are required to vacate their rooms entirely during the Christmas, Easter and Summer holidays. Abbey College will help to arrange storage for personal belongings if required; belongings are stored entirely at the students' own risk and cost.

It is not possible for students to live in residence on campus during the Christmas and Easter holidays. Students may be able stay at the college during the summer holidays if they take a course with us.

Abbey College cannot book airline tickets nor confirm airline tickets. College policy is that we do not make flight reservations for students, nor will we change existing bookings for flight dates or times as our insurance does not cover us for this type of service. This needs to be done by parents, guardians, agents or the student.

INDUCTION PROGRAMME

The induction programme, which commences the day after the travel day, is designed to prepare students both intellectually and culturally for a productive and enjoyable stay at Abbey College and in the UK. It is a very important part of the Abbey College experience, because it is used to explain both what the college expects of the students and what the college provides for the students. New students arriving late will miss the induction programme, which is not advisable as they may lose more time settling in. Shorter inductions are available for students arriving unavoidably late.

During the programme students are given a tour of the campus and facilities, are guided through the Student Handbook which explains student life at Abbey College, have the chance to discuss their course in detail with their tutors and are introduced to the college team. At this stage any potential problems can be resolved in order that work can proceed smoothly through the term. There are coach trips to familiarise students with local towns and cities in the first week.

TIMETABLES

Timetables are arranged as far as is practical to suit individual student needs. They are issued during the first week of term and individually prepared for each student to meet the requirements of his/her course, following individual meetings with a senior Academic Manager. Please note, there are restrictions on what subjects can be studied, according to ability, demand and timetabling requirements.

If circumstances allow, and if improved grades are thought to be necessary, it may be possible to take one or two IGCSE subjects along with A levels, and to have these built into the timetable.

HOMEWORK, PREP AND STUDENT CLUBS

All students on these courses are required to complete a certain amount of homework and attend a minimum number of extracurricular clubs. The amount of homework depends largely on the course and the number of subjects being taken. Academic students can expect to do about 1½ to 2½ hours per day. Prep is supervised by staff. A level and foundation students may study in the library and students who are over 18 years of age may study in their own rooms if they display the appropriate amount of self-discipline.

REPORTS

Detailed reports from tutors are sent (to the parents, guardians or agents, in accordance with parents' wishes) three times a year, at the end of every term. Parents of new students receive an additional report at half-term in the first term. Parents or guardians are most welcome to ask for additional updates at appropriate times.

INTERNAL EXAMINATIONS AND TESTING

All teaching departments use frequent testing to monitor the progress of their students. In addition, there are regular tests throughout the year for all students on academic courses. These are designed to enhance the students' examination techniques in preparation for external examinations and to assess students' progress.

End of term examinations take place in the last two weeks of term before the holidays. These are a vital part of the educational year and form the basis for measuring the progress of the student. Parents are requested **NOT** to book holiday flights for their children before these examinations are completed. Failure to sit exams at the end of term will result in zero marks for the student. This may

lead to repetition of the term's work, or a student not being entered for forthcoming public examinations.

Practice of past questions set by the examining boards and familiarity with all the aspects of the syllabus are key elements in Abbey College's teaching approach. Students are given practical advice on how to approach study effectively and on examination techniques.

SUBJECT CHOICES

We are often asked what subjects are recommended for specific subsequent degree courses. Students usually finalise their subject choices and timetables after meeting the Principal. As a guide, below is a list of the more common degree courses our students aim for, together with what subjects we usually recommend. Please note that timetable restrictions will mean that not all subject combinations are possible.

AS & A2 Level:

Most students take three A levels, plus an additional AS level in the first year for those students that are suitably able, while four A levels can be taken by some students if recommended by the Principal. The A level subject combinations below are by no means essential; other combinations are usually acceptable. Degree course choices are **not** restricted to the options below.

Business and related fields such as finance: Business Studies plus two from Economics, Computing/Information Technology, Mathematics, Further Mathematics and Accounting.

Law: English plus two others, or as advised according to the student's background.

Medicine: Chemistry and Biology, plus one or both from Physics and Mathematics.

Engineering: Physics and Mathematics, plus one other, often Chemistry or Further Mathematics.

Sciences: Three from Biology, Physics, Chemistry and Mathematics.

Computing/Information Technology: Mathematics, Physics, Computing/Information Technology, or one other as an alternative to these.

Art/Design/Architecture: Art plus two others, often English, Mathematics or Physics.

If students cannot achieve sufficiently good module results in the first year of an A level course to progress to the second year, an alternative academic programme at the same level may be offered in place of the second year of A levels.

University Foundation Programmes:

Foundation programmes can lead to university studies in a range of disciplines.

Students from **Business** foundation programmes have progressed to degrees in Business, Management, Business Computing, Economics, Travel and Tourism and degrees in the Social Sciences.

The **Law** foundation programme provides students with some of the skills and knowledge which will help them to be accepted on to, and successfully complete, a qualifying Law degree at a British university. As well as Law, some Business and Humanities subjects will form part of the course.

The **Art/Design** foundation programme develops the artistic skills and knowledge of the student. The key element of this course is the production of a portfolio, from both work created prior to attending the Abbey College and from newly-completed work with us. This portfolio is the main criteria that universities use to judge entry.

The **Computer Science** foundation programme encourages learners to develop lifelong skills, which will be useful to them in their studies and prepare them for employment. It combines theoretical and practical studies focusing on the ability to use common software applications to solve problems. Students will develop understanding of the implications of technology in society. Information Technology deals with the creative and productive use and application of computer systems, especially in organisations, including considerations of e-safety, privacy, ethics, and intellectual property.

The **General Science** foundation programme offers grounding in both pure science degree programmes, and in practical or applied sciences such as pharmacy and physiology. For some of these programmes, entry standards are extremely high and students are advised on the requirements of each progression route before they begin their foundation course at the Abbey College.

The Science foundation programme - **Medicine and Dentistry** route can either be used to access science-related degrees in the UK or Medical or Dentistry degrees at renowned universities in central Europe. Students focus mostly on the science subjects of Biology, Physics and especially Chemistry.

The Science foundation programme - **Engineering** route covers the Mathematics and Physics requirements of a range of degree programmes in engineering disciplines - Civil, Mechanical, Electrical and Electronic. For candidates who plan to study Chemical Engineering, additional Chemistry modules are built into the programme.

IGCSE (The International General Certificate of Secondary Education):

IGCSEs form the grounding on which future pre-university studies are built. All students take English, Mathematics and Computer Science. Advice is given on the other optional subjects they will need to underpin their future academic ambitions.

International High School Course:

Students study a broad range of subjects which can generally be regarded as the equivalent course that a British student of a similar age would be following. Many countries will give full credit to students studying this course when they return home and join their own educational system.

Pre-sessional Courses:

Courses of English leading to an academic programme are gradual, with the introduction of more academic subjects as the student's English improves. For some students, the pre-sessional course will be an essential requirement for their acceptance onto a subsequent academic course.

SCHOLARSHIPS

Four levels of scholarships are available to academically strong and gifted students on **academic courses only**, worth 25%, 50%, 75% and 100% off the **tuition** aspect of the fees. The tuition aspect of the fees equates to **half** the **overall** fee, so for example a 50% scholarship would equate to a 25% reduction of the overall full boarding fee.

The scholarship committee need to be convinced that a student will obtain very strong results in their course at the college, continue to higher education and be able to contribute to the extra-curricular life of the college. Applicants should also ask the college for a scholarship application form to apply, and submit this together with the usual application documents.

Offers can be made on the basis of actual results, predicted results or the last available school results. A reply is usually given within seven days. If an offer has been made on the basis of predicted results it will not be withdrawn if the actual results are not as good as expected, however it may be possible to increase a scholarship if results are much better than expected. There is no set deadline for scholarship applications but places are subject to availability, so it is advisable to apply early.

Please note scholarship requests will not be considered once a student has accepted an offer of a course.

Further scholarships

In addition to the scholarships offered to students when applying, Abbey College now also offers the following automatic scholarships to students who perform well after joining the college. These are available for students on IGCSE and A level courses, and take the following format:

IGCSE students – Those students who achieve at least five A or A* grades with us will receive an automatic 50% tuition scholarship for their A/AS level study with us. This scholarship award cannot be used in conjunction with any existing or previously offered scholarship award.

Oxbridge Scholarship – All students who take up a place at either Oxford or Cambridge Universities directly after, and as a direct result of, an A level course at Abbey College are rewarded for their achievement by receiving a £2,500 academic bursary from Abbey College as a contribution to the first year's tuition fees at university.

COLLEGE RULES

Abbey College rules have been developed over many years with the needs of the students as well as the staff in mind. They are sensible and respect both the environment and the community in which the students live. A summary of the latest rules is available on request.

BANKING AND POCKET MONEY

Students who arrive carrying large amounts of cash should deposit it with the Welfare Officer for safe-keeping. Abbey College runs its own 'accounts service' and parents can deposit money with the college. Abbey College will then undertake to pay pocket money to the students each week. For a normal week we recommend from £25 to £50 per week.

Payment for students' pocket money can be sent direct to Abbey College's bank account, or paid by credit card. Pocket money **cannot** be taken from the student's expense account. Please note that Abbey College cannot be held responsible for loss or theft of money and we advise students to take appropriate insurance against such losses.

Students under the age of 16 are strongly recommended **not** to open their own bank account. This is because, through our own system, Abbey College can control a student's account in keeping with the wishes of parents. Students can leave money in the college safe and older students can open a bank account at one of the local banks. Abbey College can provide letters of support for international students wanting to open a local UK bank account.

UNIFORM

During the working day (08:30 – 16:00, Monday to Friday) students are required to dress in a black suit and white shirt. Boys must also wear a tie. For boys on a course of eight weeks or more, an Abbey College tie will be issued and £15 charged to their expense account.

The uniform:

- 5 white shirts/blouses
- 2 black suit jackets
- 3 pairs of black trousers
- 2 black jumpers
- 5 pairs of black socks
- 3 black skirts for female students (knee-length or longer)
- 5 pairs of black tights for female students
- 1 pair of black leather shoes
- 1 dark warm coat

LAUNDRY

Students will also need casual clothing for evenings and weekends, a dressing gown, pyjamas, house slippers, underwear, a raincoat, an umbrella, sports clothes and shoes and a swimming costume. Students need to bring their own towel. Bed linen is provided. Abbey College provides a regular laundry service for machine washable items at no extra charge. For additional items and at other times Abbey College can arrange to launder items on a piece-by-piece basis for an additional charge.

BOOKS AND STATIONERY

Key course books and stationery must be purchased by the student where required, for the student's own benefit. Books are selected and ordered by the teachers. The cost of such course materials will then be deducted from the student's expense account. A 'student pack', containing important course materials and other items is given to new long-term students after arrival, and charged to their

expense account. All students have access to the college's own library services for supplementary research or casual learning.

VALUABLES

If students bring any valuables, Abbey College can keep them in a safe; if they decide not to take this option then students accept full responsibility for any items they bring.

TELEPHONE CALLS AND INTERNET

Abbey College does not connect incoming calls to students on the college line (+44 1684 892300).

Abbey College has free Wi-Fi and a number of free-to-use computers. We allow students to use mobile phones, but only in their free time. They must remain switched off during teaching and homework hours.

EXCURSIONS/OUTINGS

Excursions are offered throughout the year. Academic and academic short course students receive an average of one free trip every three weeks, which are included in the fees. Popular destinations include Oxford, Bath, Stratford-upon-Avon, Bristol, Cardiff, Birmingham, Worcester and Cheltenham. Trips to London and Manchester, as well as other cities, are also arranged at an additional charge. The included trips are compulsory for students aged 16 or under.

In addition to these excursions Abbey College runs a free regular minibus service to Malvern town centre, usually on a Friday afternoon after class, for students to be able to go to the bank, main Post Office and some of the local shops.

Optional social outings, at an additional charge, are also regularly arranged to places such as Alton Towers, Warwick Castle, the Royal Shakespeare Theatre, Cadbury's World Chocolate Factory, ten-pin bowling, Premiership football grounds and Malvern's own theatre, cinema, swimming and leisure complexes.

All trips are organised by our staff, who give advice on places of interest to the students. Students under the age of sixteen are always escorted by our staff. Students aged sixteen and seventeen meet staff regularly, and students aged over eighteen are allowed to be independent.

All academic students may access local amenities within walking distance of Abbey College when appropriate without staff supervision, providing they follow the correct procedures.

COLLEGE POLICIES AND DOCUMENTS

Many of our college policies are available to download from our website www.abbeycollege.co.uk; others are available upon request.

ADMINISTRATION AND TRANSPORTATION CHARGES

Abbey College reserves the right to make supplementary administration charges for any substantial additional work it has to carry out on behalf of students. This may include such matters as non-returned forms, changes of course bookings, late bookings and additional bank (or other) letters. Academic students who have not paid the required fees and returned all the necessary forms will also not be entitled to the complimentary airport transfer service.

INSURANCE

All students studying eight weeks or more are required to have basic insurance covering their belongings. If a copy is not supplied four weeks prior to the beginning of the course, insurance cover will be arranged by Abbey College and charged to the student's expense account. The cost is £120 per year for academic students. Academic Short Course students studying more than eight weeks will be charged £40, and then £40 per term thereafter.

You can enter in your policy number HH1256 at endsleigh.co.uk/reviewcover to check your policy details, or you can ask for a copy from the Registrar. Please note that this is a basic level of cover and you should read it carefully to make sure it covers your belongings. You can upgrade if you would like

to by visiting endsleigh.co.uk/reviewcover. Students not living on campus must arrange their own insurance.

INDEMNITY

Abbey College accepts **no liability** for any services booked by the college on behalf of students. This includes all transportation, homestay accommodation, hotels and all other services outside of the college. Abbey College will always endeavour to provide a secure environment for the services of security it offers, but is not responsible or liable for any items (including money, tickets and passport) that may be held on behalf of students in the event of theft, fire or any other such circumstance. Any property deposited with Abbey College is done so entirely at the student's own risk. In all cases, insurance is recommended – please see above.

PROBLEMS AND COMPLAINTS

Abbey College has a written complaints procedure, which is available on request. A Director of Abbey College in Malvern Ltd (reg 08661073) can be contacted through the college address or by email director@abbeycollege.co.uk

THE REGISTRATION/APPLICATION FEE EXPLAINED

A registration fee of £175 is payable for all courses at the time of booking. It should normally be sent with the application form in order for us to process the student's application; in some circumstances we may allow the fee to be paid at a later stage along with the deposit. This is used to cover the cost of processing your application, e.g. telephoning, secretarial costs, teachers' input, interviews where necessary, liaising with embassies. The registration fee is non-refundable.

THE EXPENSE ACCOUNT EXPLAINED

For academic courses, this amount is divided into two parts. £750 is for supplementary items such as book purchasing, extra tuition, extra excursions, etc. The other £750 is held as a security deposit. This amount is held by Abbey College and returned eight weeks after the end of the course, or refunded if a student leaves before the end of their course having given the required one full term's notice.

Those students on academic English courses lasting less than four weeks need not pay the full expense account, unless they want to take part in a lot of extra activities or require additional lessons. They are however required to pay a smaller, **fully refundable deposit of £50 in cash on arrival**, to cover potential loss of keys or any damages.

The expense account can be used by Abbey College to cover any compulsory costs or extra expenditure such as (but without limitation to):

Actual costs of visas and CAS	Holiday accommodation
Additional transportation charges	Food and tuition (if required)]
Books/Stationery	Insurance
Breakages/Damage	Medicine not provided by the National Health Service
Consumables	Optional outings and activities
Educational material	Police registration costs
End-of-year photograph	School clothing (Academic School/Dress Code)
External examination fees/Career tests/Travel	
Extra tuition (if required)	

Any balance of the expense account is refundable (if all fees are paid including any fees due in lieu of notice) four weeks after the end of the course. The expense account cannot be used for pocket money or in lieu of other incidental expenses – it is not up to the student or sponsor alone to decide when and how it is used; the college will decide. Occupants of rooms in houses on campus are jointly and severally liable for their rooms/houses. In some circumstances, the costs of damage may be shared among students. Abbey College reserves the right to recover costs of damage, theft, suspension/expulsion costs and exceptional cleaning from students' expense account, whenever it deems it appropriate to do so. The expense account **MUST** be 'topped up' at the end of each term to the original level of £750 for use in the new term; Abbey College may

withdraw provision of services if this is not done. Students may not be permitted to return to Abbey College at the start of a new term if the deposit account balance is under £750.

PAYMENTS FROM THE EXPENSE ACCOUNT – Payments of more than £100, such as for holiday/suspension accommodation and one-to-one tuition, must generally be paid separately by the fee payer, and may not be taken from the expense account, which is intended primarily for smaller miscellaneous payments. Expense accounts that go into debit will attract administrative charges.

ONE TO ONE PACKAGES EXPLAINED

The college provides packages of additional one-to-one classes for students, which may be during study periods, break times or evenings. These may be essential for ‘borderline’ students, or students with gaps in their background knowledge. They are also offered to all students who would like the opportunity to develop their understanding of any subject further. The hours can be used for any area, as advised by the college. Any unused/unneeded hours left over will be refunded on a pro-rata basis, together with the deposit, at the end of the course.

PRE-CAS/PRE-LoA FEE AND VISA REJECTION FEE EXPLAINED

Students who require a Confirmation of Acceptance to Study or Letter of Acceptance for visa purposes are normally asked to pay an additional Pre-CAS/Pre-LoA payment. This is reduced from the overall fee due once the visa has been issued. If the visa is rejected then this is refunded, apart from in certain circumstances where the rejection is the student’s fault; it is also not refunded in the case of late cancellation and some other specific situations. Similarly, a visa rejection admin fee is charged for students under some circumstances when a visa is rejected. In all cases, please ask for a copy of our latest cancellation refund policy for details.

CANCELLATIONS / VISA REFUSALS EXPLAINED

If a **short course** is cancelled 30 days or more before the course begins then any fees paid will be refunded in full less any out of pocket expenses. Where a cancellation is made less than 30 days before the course starts, no refund can be made. Refunds for the cancellation of **academic** courses are entirely at Abbey College’s discretion. Details of our terms and conditions can be found on the offer letter; it is a condition of acceptance that these terms and conditions are read, understood and accepted. Note that no refund is made on the application/registration fee, which is always applicable regardless of whether it has actually been paid yet.

WITHDRAWALS EXPLAINED

Academic Courses – Once the course has started, notice of withdrawals before the end of the course must be given in writing on or before the first day of what is to be the final term of study, effective from the day it is received by Abbey College. Failure to give the required notice would mean that the student would be liable for one term’s full fees in lieu of notice. Any balance remaining in the expense account will automatically be transferred to the fees account as part payment. Students awarded any level of scholarship reduction will be liable for the full amount of reduction awarded up to the point of withdrawal.

Academic English/English Language Courses - Once the course has started, fees are non-returnable.

APPLICATION PROCEDURE FOR ACADEMIC COURSES AND OTHER COURSES LASTING ONE TERM OR MORE

1. Complete the application form and return it along with the registration fee, copies of academic background i.e. latest school transcripts/certificates/reports, copy of the passport data page, copies of any previous visas issued to study in the UK, and copies of visa refusal notices to study in or visit the UK. Applicants over the age of 18, and foundation course students of any age, who will require a visa must also provide evidence of English language level in a format recognised by UKVI (UK Visas and Immigration).
2. Received applications and supporting documents will be given careful consideration by the college’s Principal and admissions team and be replied to as soon as possible.

3. If an offer is made, you will be sent a formal conditional offer of a place, setting out the terms and conditions, together with other necessary documentation. If a student already meets all requirements, the offer may be unconditional.
4. To secure a place, the offer letter must be signed and returned to us with a deposit, and PRE-CAS/LoA payment where applicable (usually a minimum of £3,000). Please note that a place on a course cannot be guaranteed until this is received and it must be paid within four weeks of the offer date.
5. On receipt of the signed offer letter and deposit payment, and after fulfilling any conditions required, overseas students requiring a visa will be issued a CAS or student visitor visa letter dependant on which visa category applies (the cost of the CAS is currently £21, which will be deducted from the expense account). EU students who do not require a visa will be issued a letter of acceptance confirming the place.

APPLICATION PROCEDURE FOR ACADEMIC ENGLISH COURSES AND OTHER COURSES LESS THAN EIGHT WEEKS

The completed application form should be sent to us with a copy of the passport information page and the registration fee. Once we receive an application, and if a place is available, we will send a confirmation of booking letter and an invoice. If a visa is required, all the fees must be received before a visa letter is issued. Enquiries should be made to the Registrar at our usual address.

HOW TO PAY

All fees are payable 30 days prior to the start of the course except in the case of agreed late bookings. Any other arrangement needs to be agreed by Abbey College beforehand in writing. A place cannot be finalised until payment is received. **NO STUDENT WILL BE REGISTERED BY ABBEY COLLEGE UNLESS THE REQUIRED FEES HAVE BEEN PAID IN FULL BEFORE ARRIVAL.** Fees are only accepted as having been paid when they have cleared Abbey College's account. We reserve the right to charge interest on late payments. Students need to indicate on the application form if they wish to pay in instalments. The following payment methods are acceptable:

1. BANK TRANSFER - Please give your bank the invoice number together with the student's name and course dates so that we can trace the payment, then inform us by faxing proof of payment, adding £9 bank transfer fees (charged to us by the bank).

Abbey College Account Details:

Bank Name: Lloyds PLC, PO Box 3, Queen Square, Wolverhampton WV1 1TF

Sort Code 30-99-83, Account Number 81808260

SWIFT BIC LOYDGB21114

IBAN GB85 LOYD 3099 8381 8082 60

2. CHEQUE - Fees may be paid by GBP sterling cheque drawn on the UK branch of a UK bank and made payable to 'Abbey College'. Please send the cheque directly to our address, NOT to our bank.

3. CREDIT/DEBIT CARD - Fees may be paid by card. There is a fixed £2.50 administrative charge for using debit/switch/solo cards and this will be added to the amount.

4. CASH - In GBP sterling (subject to prior arrangement). Proof of income may be required for large sums.

SUSPENSION OR EXPULSION

Students are admitted to Abbey College on the understanding that they, at all times, obey the rules and regulations governing student attendance and behaviour. Detention and 'gatings' can be given, but in cases where a student repeatedly refuses to obey these rules, the Principal reserves the right to remove a student from classes, suspend or expel the student from Abbey College. In such cases, no refund of fees or expense accounts will be made and the student will be charged for any expenses incurred by Abbey College, including for the administration of a suspension or expulsion and host family costs if suspended.

OTHER TERMS AND CONDITIONS

1. Abbey College reserves the right at their absolute discretion to reject any application for enrolment at any stage of the application or booking process and shall be under no obligation whatsoever to give reasons for its decision. An applicant whose application/enrolment is rejected shall be entitled to a refund of fees paid less any actual costs incurred by Abbey College. **2.** Abbey College reserves the right to withhold the provision to the student of lessons, accommodation, meals, airport transfers and any other services contracted in cases where the appropriate total fees due have not been received in full. **3.** If a student fails to complete a course, for any reason, no refund of fees, activities/excursions paid for in advance or reduction in fees payable shall be made, unless the required period of notice has been given. **4.** Students who terminate their contract prematurely will not have the benefit of any discounts available to students paying for longer courses and will be charged in accordance with the standard rate payable for the actual period of their stay (e.g. academic courses at the termly rate). **5.** A student who fails to attend any part of his/her course due to illness or any other reason whatsoever, whether within or outside the student's control, shall not be entitled to a refund of any fees paid (nor to attend any classes in place of those missed), excepting only those students who have left the college having given the required notice of withdrawal. **6.** All students shall be bound to comply with any rules and regulations which may be issued by the college from time to time. **7.** Abbey College reserves the right at its absolute discretion to prevent a student from taking any examination at any time and for any reason including, but without limitation to, irregular attendance of classes (90% minimum per subject) and unsatisfactory coursework or other results. No refund will be given for examination fees already paid. Progression throughout the course is conditional upon attainment of expected performance targets. **8.** Abbey College reserves the right to alter the fees, provisions, organisation and/or structure of any course at any time, whether during the course or before its commencement. In such circumstances, the college will endeavour to notify affected students but shall not have any liability if unable to so notify. **9.** If a particular subject is under-subscribed Abbey College reserves the right to withdraw availability of that subject and provide a reasonable alternative or charge the student the one-to-one tuition fee of £50 per hour (or reduced rate when packages are available). **10.** Abbey College has no residential responsibility for students living outside the college campus other than liaising with homestay. Abbey College provides this and other additional services such as transportation and the booking of hotels as an agent and is not liable for how these services are undertaken. **11.** Abbey College shall not incur any liability of any kind or nature, whether in contract or in tort or otherwise howsoever, for any death, personal injury, loss, damage, liability or expenses suffered or incurred by the student (as to which the student expressly waives any right of recovery) or by any person arising directly or indirectly or in any manner howsoever out of the courses and other services (without limitation) provided by the college to the student or any other person, and the student agrees to indemnify and keep Abbey College indemnified during the continuance of the student's course of study and thereafter against all actions, proceedings, costs, claims and expenses so arising. **12.** No student shall be entitled to use the name Abbey College under any circumstances or at any time, whether as a trademark, company or trading name or otherwise. **13.** Students and parents agree that a student's image, details, written comments and achievements can be used for promotional purposes without specific written consent or notification. **14.** The college reserves the right, if necessary, to test students for drugs or alcohol and to search their rooms without prior notice. **15.** The college has a separate cancellation policy for group bookings to that found above; a copy should be requested from Abbey College. **16.** Irrespective of whether an enrolment is made by an individual or an agent, agency or other third party, the relevant and only offer for contractual purposes (and any of its terms and conditions) in relation to enrolments shall be that made and contained in that party's completed application form. **17.** All terms and conditions outlined in this guide are valid as of 01/07/2019 and supersede all previously published fees, terms and conditions. **18.** In cases of dispute English law shall apply.

DETAILS OF WHAT IS INCLUDED IN THE COURSE FEES

ACCOMMODATION

Different sized rooms are available depending on the student's age and chosen course. Students on A level or foundation courses are guaranteed single rooms. Students aged 16 and under normally share a room with one other student, single rooms can be requested for an extra charge, if available. Academic students may have televisions in their rooms, but need to ensure that they have the appropriate UK television licence. Academic short course students may be placed in shared rooms. Single rooms for short course students, rooms with a private bathroom are also available at an extra cost. Please refer to the fees list for any extra charges.

AIRPORT TRANSFERS (MEETING AND COLLECTION)

Transfers to/from Heathrow airport in London are offered **free of charge** for academic course students on the travel day for flights arriving/departing between 10:00 and 17:00, as specified in the course dates. At any other time, and to/from any other airport, an individual transfer can be arranged by the college but a full charge is made.

Free transfers are not available for academic short course students, although the college can arrange individual transfers for students for a charge.

CERTIFICATES AND REPORTS

Attendance certificates and detailed reports are given at the end of all courses taken. Academic students also receive a mid-term report in their first term, as well as at the end of each term. More regular updates may be available by arrangement.

COURSE MATERIALS/BOOKS

Basic course materials are provided at the start of an academic course. Students are required to pay for their own key text books. Many additional books can also be loaned from the library. Abbey College also provides 'student packs' to new students, which include useful stationery and other items, for which a charge is made to the expense account.

EVENING ACADEMIC SUPERVISION

Members of the teaching staff are available five nights of the week for supervision of 'prep'/homework and for extra assistance if required. This is in addition to the staff in the welfare/activities department.

EXCURSIONS/OUTINGS

Students on academic courses receive an average of one free outing every third week. Abbey College runs regular free minibus trips to Malvern (the local town), normally on Friday afternoons. Entrance fees are not included. On all courses, additional outings may be offered for an extra charge.

FOOD/MEALS

Three meals per day are included during the week, with brunch and dinner at weekends. Additional items can also be purchased from the tuck shop. There is a choice of hot and cold meals on campus, and a self-service salad bar is included for lunch and dinner. Meals are not provided on excursions, but pack lunches can be provided for an extra charge. Students with special dietary requirements are catered for where notice is given.

GUARDIANSHIP

Abbey College in Malvern requires that a suitable guardian is appointed for all overseas students under 18 years of age. The requirements for guardians include being resident in the UK and within two hours travelling distance of the college. If parents do not have any suitable adults living in the UK near enough to the college that can act as a guardian, the college can guide you to accredited agencies.

HEALTHCARE

When necessary, appointments are arranged at the local doctors' surgery, where academic students are registered. Taxi fares to and from the doctors' surgery are NOT included. Students are normally covered by the British National Health Service while in our care but private medical insurance is still recommended. Please note that dental treatment can be expensive in the UK. Only minor treatments can be paid for by using the student's expense account.

HOLIDAYS (For academic courses)

There are three long holidays in the year and the standard college fees do not include accommodation during these holiday periods.

1. Christmas – approx. four weeks.
2. Easter – approx. two weeks.
3. Summer – approx. 10 weeks. Students can enrol on a residential summer school course.

The college has two short half-term holidays, normally lasting four days/three nights, including the weekend. Students can stay in residence in their rooms, with meals and most services provided, for a fee of £150 per half-term. If they prefer, they may leave the college, normally without needing to move their belongings, returning in time for the second half of term.

IDENTIFICATION CARDS

All students are given ID cards. Four passport-sized photographs must be sent with the application form, or given to the administration department on arrival.

KEYS AND SAFES

Room keys are provided for bedrooms. Students staying eight weeks or longer are required to pay a returnable deposit of £30 for keys. The deposit is returned at the end of the course when the key is returned. Safes in rooms are available on request.

LAUNDRY

Reasonable amounts of college-approved clothing (see dress code) are accepted each week. All bed linen is provided and washed by Abbey College weekly. Please note that all clothes to be washed MUST be clearly labelled with the student's name. Abbey College cannot be held responsible for any items of clothing that go missing or become damaged.

SOCIAL PROGRAMME

Social activities and events are arranged throughout the year. Sample programmes are available on request. On-campus activities include discos, karaoke, cookery, photography, competitions, concerts, theatre, treasure hunts, leadership exercises, quizzes, themed evenings and others. Off-campus activities, such as horse riding, bowling, cinema and theatre visits are arranged at an additional cost and according to demand. Clubs, societies and academic enrichment are also included.

SPORTS

All sports facilities on campus are available free-of-charge, including tennis, basketball, football, table tennis, fitness gym, etc. If enough interest is shown, specialist instructors are brought in at cost to the expense account. Abbey College sometimes has school teams and arranges games with other local schools or clubs.

TUITION/LESSONS

A minimum of 18 hours per week is included for all academic courses. Standard classes are usually held between 09:00 and 16:00 Monday to Friday. The maximum class size for academic courses is 15 students and for English Language 16 students. One-to-one extra tuition, if requested, is charged at £50 per hour (or less if part of a package; see fees list for these details).

USE OF LIBRARY, COMPUTERS AND INTERNET

The library and computer suites are open at specified hours, including some evenings and weekends, for students to study and research, free of charge. The college provides free Wi-Fi to students in all main buildings, including all houses. The WiFi is normally turned off when students are expected to be in bed.

WELFARE

The student services office is open seven days per week. It assists with all the students' non-academic matters, including residential matters, counselling, police registration, visa renewals, passport renewals, completion of all necessary forms, local transport arrangements, pocket money administration (for younger students), collection from the airport, etc. Please note the office cannot book or change flight tickets.