



GREENE'S  
COLLEGE  
OXFORD

## TERMS AND CONDITIONS FOR TUITION SERVICES

**This document was adopted in August 2023.**

**This document is due to be reviewed in August 2024.**

**It is the responsibility of the College's Governing Body to ensure that this document is reviewed and updated annually.**

## 1. General

- a. These Terms and Conditions for Tuition Services are additional to and should be read in conjunction with the General Terms and Conditions of Greene's College (hereafter "the College"). The Terms and Conditions for Tuition Services are additional too and do not replace the College's General Terms and Conditions.
- b. "Tuition" includes any individual or shared or group tutorials, taken in person or online over any period of time, arranged through the College for a student or group of students.
- c. All services are provided at the discretion of the College, and are provided on the basis of information provided by the Student and/or Client. The College is not responsible for any errors or issues arising from incorrect information provided at registration or in any other written or oral communication.
- d. Students and their parents, guardians, or agents (referred to collectively as Clients) have accepted these Terms and Conditions which supersede any previous versions. Headings are for ease of reading only and are not otherwise part of the Terms and Conditions.
- e. If any provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions shall continue in full force and effect as if the Terms and Conditions had been executed with the invalid, illegal, or unenforceable provision eliminated.

## 2. Registration & Enrolment

- a. **Application:** The College endeavours, but does not guarantee, to complete the arrangements for applications or other requests for Tuition whose receipt has been acknowledged in writing within five working days, subject to complete and accurate data having been already provided by the Student or Client.
- b. **Registration:** Registration for Tuition is considered complete when full payment or an agreed initial instalment has been received for Tuition fees. The College is under no obligation to provide any Tuition until agreed fees have been paid.
- c. **Enrolment:** Once registration is complete and Tuition is due to begin, Students will receive information containing contact details for their Tutor, information on the date, time, and location of a tutorial, whether the Tuition will be online or face-to-face, and confirming the subject, level, and specification to be covered. It is the responsibility of the Student and/or Client to check these details thoroughly and raise any issues with the College prior to Tuition commencing.

- d. **Scheduling and arrangements:** For all courses of individual Tuition, it is the responsibility of the Student to make arrangements regarding the location, dates and times of subsequent tutorials with their Tutor during the first tutorial for future sessions. For short intensive courses, or where several subjects are being taken concurrently with different Tutors, the College may support Students and Tutors in making the arrangements for the location, dates and times of tutorials. Arrangements for the location, dates and times of shared and/or group tuition will be made by the College and must be adhered to by the Student.
- e. **Beginning tuition:** Tuition will normally not take place at Greene's premises, and will instead take place at the Student's home, the Tutor's teaching premises, or an approved public space such as a library. Students and Clients must ensure they are aware of the location and make any required travel arrangements in advance.

### 3. Attendance

- a. Students and Clients accept responsibility for accessing, understanding, and acting in accordance with the arrangements for the location, dates and times of tutorials made by the College and by themselves. This includes taking note of the location of a tutorial and planning and making any travel arrangements to arrive before the scheduled start of the tutorial.
- b. Students are expected to arrive for tutorials, whether online, at Greene's premises, or at a Tutor's teaching premises, fully prepared and before the scheduled start of the tutorial. This includes bringing all learning materials, stationery, set texts, completed homework assignments, etc. that may be required for the tutorial. Neither the College nor Tutors are responsible for providing any writing or study materials that have been forgotten or misplaced by the Student.
- c. In the event that a Student wishes to discontinue any booked course of Tuition, notification must be provided by the Student and/or Client in writing. In accordance with section (5) below, any fees already paid are non-refundable.
- d. If a student is unable to attend a scheduled tutorial for any reason, they must inform their Tutor at least one working day in advance so that it can be rescheduled.

### 4. Conduct

- a. Students are expected to treat Greene's staff, Tutors, and other Students with courtesy and respect, and complete all work with conscientiousness and integrity. Students are expected to be punctual, well-organised, and work hard to make the most of their Tuition.

- b. Online tutorials should be treated in the same manner as face-to-face tutorials; Students are expected to login to the required software before the scheduled start of the tutorial, to have with them any equipment they require for the tutorial, and to have completed any homework or preparatory reading set by the Tutor.
- c. Students are expected to actively participate in tutorials by preparing fully in advance and engaging with their Tutor during the tutorial. Students and Clients are also strongly encouraged to read tutorial reports (commonly referred to as slips) submitted on Greene's Online after each tutorial for feedback and guidance.
- d. Students must ensure any set homework is within their scope, and to communicate with their Tutor on any issues or concerns. All homework will normally be checked and discussed during tutorial time.
- e. Students and Clients are ultimately responsible for making all ongoing arrangements, such as dates, times, and locations, for individual Tuition until the end of a booked course, and for communicating with the Tutor(s) directly where amendments are required.
- f. Students and clients must abide by the policies outlined by Greene's College, including, but not limited to, the College's Disciplinary policy & Behavioural Code, Anti-bullying policy, Drug & drug testing policy, E-safety policy, and Safeguarding policy. The College's policies are available on the website.

## **5. Fees**

- a. All fees paid for Tuition are non-refundable after the statutory 14-day cooling-off period or once a booked course of Tuition has started.
- b. Fees paid cover only the Tuition agreed. Any further services requested such as public examinations, trial examinations, or further hours of Tuition will be charged as per the College's published rates, including any late fees incurred.
- c. Fees for Tuition are reviewed from time to time and changes are published on the College website. Where payment for any Tuition has been made in advance of any published increase in fees, the difference will not be payable to the College.
- d. Currently Greene's fees do not incur VAT. Fees listed on the Greene's website do not include VAT. Where Greene's is required to be registered for sales tax (VAT) then the Client shall pay the VAT on the fees in the manner prescribed by law.

## **6. Cancellation**

- a. Where a Student needs to cancel or reschedule a tutorial, this must be done at least one working day in advance of the scheduled tutorial. Without a full working day's notice, the tutor has the right to cancel the tutorial and submit

a tutorial report marked as “unplanned absence”. The tutorial is then considered to have been completed in the student’s absence and student’s account charged for the tutorial and the tutorial cannot be rescheduled.

- b. If a student fails to arrive after ten minutes of the scheduled start time of a tutorial the tutor has the right to cancel the tutorial and submit a tutorial report marked as “unplanned absence”. The tutorial is then considered to have been completed in the student’s absence and student’s account charged for the tutorial and the tutorial cannot be rescheduled.

## 7. Personal Data

- a. **General:** The collection, use, sharing and erasure of personal data, other than the specific areas outlined below, follows the provisions of the Greene’s Data Protection Policy and Procedures.
- b. **Use:** The personal data of Students and Clients is used by the College to establish tuition requirements, make tutorial arrangements and allocate a suitable tutor or tutors. It is not used for any other purpose without requesting permission.
- c. **Access:** The staff and management of Greene’s Education and its affiliate organisations Greene’s Tutorial College and Greene’s Educational Services have access to all information provided on an application form or in other written formats such as e-mail. Tutors engaged by Greene’s have access to basic personal and subject information only insofar as it is required to successfully deliver tuition. Students and Clients have a right to access their own data in accordance with the Data Protection Act 2018; on completion of a registration form, Students will immediately receive a copy of the information provided. Following registration, all data can be found on Greene’s Online.