Thank you for your application to **Activate English** at the University of Liverpool.

This is your **Pre-contract Agreement**. This document includes:

1. **Activate English Course Conditions**
   This advises you about all the Activate English course conditions. It is important that you read and understand this before you confirm your application.

2. **Activate English Payment Policy**
   This explains the ways in which you must pay your tuition fees if you are a self-funded student and if you are a sponsored student.
1 Activate English Course Conditions

Please read the conditions below carefully. By accepting your place on the Activate English course you are confirming you have read, understood and accept the following information.

- If you intend to progress onto an academic programme, you must be aware that progression onto your academic programme for the following year is not automatic. Completion of Activate English will not fulfil the English language condition of your academic offer and you must obtain the direct English language entry requirements if you want to study an academic programme at the University of Liverpool.

- Activate English is a general English language course and cannot be used towards meeting the entry requirements of academic programmes at the University of Liverpool. Activate English is not suitable for those seeking automatic progression onto Undergraduate or Postgraduate study at the University of Liverpool. Subsequently, if you wish to progress onto an academic programme, you would need to complete an appropriate Pre-sessional English for Academic Purposes (EAP) course or obtain a Secure English Language Test (SELT) with the required scores to directly enter an academic programme of study.

- If you want to study an academic programme at a different UK institution, it is unlikely that they will accept successful completion of the University of Liverpool’s Activate English course as a measure of your English. You will need to meet the Institution’s specific English language requirements.

- The course comprises of approximately 21 hours (full-time), 15 hours (part-time mornings) or 6 hours (part-time afternoons) tuition per week plus guided self-study. Tuition may either be classroom based or form part of an external study visit or group project. You must aim to attend your Activate English course all of the time or the University reserves the right to suspend your studies.

- The full cost and duration of the course will be clearly stated on your offer letter. This includes any non-teaching days during your course. Check your offer letter or the ELC website for dates.

- If you are a self-funded student, you must pay your fees in the manner outlined below (Activate English Payment Policy: Self-funded Students).

- If you are a sponsored student, you must provide a copy of your Financial Guarantee to the English Language Centre before, or no later than the start date of the course. You will not be permitted to study without this. Please see Activate English Payment Policy: Sponsored Students.

- If you arrive late for the start of your course you may start classes on the next available Monday and you will be charged only for the number of weeks in which you study on the course.

- All students will be level tested on arrival at the English Language Centre to ensure they are put into suitable classes. If it becomes clear that you did not personally complete the online test supplied by the English Language Centre, that you had help completing this test, or your level is lower than needed for your course choice then the English Language Centre reserves the right to withhold registration on Activate English or to suggest an alternative class as appropriate.
• If, at any time following your acceptance of a place on the course, you are dissatisfied and wish to make a complaint, you can do so following the procedures outlined in the University of Liverpool English Language Centre complaints policy, which can be found on the English Language Centre website at http://www.liverpool.ac.uk/english-language-centre/faqs/.

• You accept that that the University of Liverpool reserves the right to change these conditions without prior notice.

• You understand that all places on Activate English are subject to availability.

**Additional Information**

• If an applicant is found to have supplied any information or documentation which is false or fraudulent, the application will automatically be withdrawn. The applicant will then be prevented from applying for any future programmes at the University of Liverpool.

• Any student admitted to the University that is later proven to have made a fraudulent application will have their registration terminated and be required to leave. Any fees already paid will not be refunded. Students who have been suspended on the basis of fraudulent information will be reported to UK Visas and Immigration (UKVI).

### 2 Activate English Payment Policy

This policy explains the methods available to applicants to pay their tuition fees. It also advises on what to do if an applicant encounters difficulty in making a payment and identifies members of University staff who can provide help and advice.

• If you are paying your fees yourself, or from family resources, please read part 2.1 (Self-funded Students).

• If you are a sponsored student, please read part 2.2 (Sponsored Students).

#### 2.1 Self-funded Students

The following notes are intended to provide you with further information and guidance on payments for self-funded applicants. *If you are a sponsored student, please read 2.2.*

By accepting your place on the course, you are confirming that you have read, understood and accept these payment conditions.
2.1.1 Tuition Fees

Tuition fees cover the cost of teaching and registration. Tuition fees are dependent upon which Activate English course you have applied for. It is your responsibility to ensure that adequate arrangements have been made for the payment of all fees.

For Activate English course fees, please see the information below.

2.1.2 Weekly Bookings

The weekly cost of your tuition fees is dependent upon the number of weeks you choose to book. The English Language Centre is able to offer a discounted rate for applicants who book to study for more weeks. Please see Table 1. 2018/19 Tuition Fees Sliding Scale (Self-funded Students) below for details. It is important to note that the discount will be applied to each booking, so if you decide to extend your study after arrival, this will be treated as a new booking and the fee rate for the number of additional weeks will be applicable.

Table 1. 2018/19 Tuition Fees Sliding Scale (Self-funded Students)

<table>
<thead>
<tr>
<th>Course</th>
<th>2-10 weeks Price per week</th>
<th>11-20 weeks Price per week</th>
<th>21+ weeks Price per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate English (full-time, IELTS or General English)</td>
<td>£280</td>
<td>£275</td>
<td>£270</td>
</tr>
<tr>
<td>Activate English (part-time mornings)</td>
<td>£205</td>
<td>£200</td>
<td>£195</td>
</tr>
<tr>
<td>Activate English (part-time afternoons, General English)</td>
<td>£80</td>
<td>£80</td>
<td>£80</td>
</tr>
</tbody>
</table>

2.1.3 Additional Fees

In addition to tuition fees all students will be charged for books and materials. If you progress to another level you will receive the appropriate books on starting your new level without charge. Please see Table 2. 2018/19 Additional Fees below for details. You will not be permitted to register or begin study without this payment being made.

Table 2. 2-17/18 Additional Fees (self-funded Students)

<table>
<thead>
<tr>
<th>Course</th>
<th>Additional Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate English (full-time)</td>
<td>£55</td>
</tr>
<tr>
<td>Activate English (part-time mornings)</td>
<td>£55</td>
</tr>
<tr>
<td>Activate English (part-time afternoons, General English)</td>
<td>£30</td>
</tr>
<tr>
<td>Activate English IELTS preparation</td>
<td>£30</td>
</tr>
</tbody>
</table>

2.2 Sponsored Students

If you are a sponsored student, you will have an agreement with a financial sponsor (e.g. a Government Agency) and you will have arranged for your tuition fees to be paid by the financial sponsor. If you are a Self-funded student please read 2.1.
By accepting your place on the course, you are confirming that you have read, understood and accept these payment conditions.

2.2.1 Tuition Fees
Tuition fees cover the cost of teaching and registration. Tuition fees are dependent on which Activate English course you have applied for.

For Activate English course fees, please see the information below.

2.2.2 Weekly Bookings
The weekly cost of your tuition fees is dependent upon the number of weeks you choose to book. The English Language Centre is able to offer a discounted rate for applicants who book to study for more weeks. Please see Table 3. 2018/19 Tuition Fees Sliding Scale (Sponsored Students) below for details. It is important to note that the discount will be applied to each booking, so if you decide to extend your study after arrival, this will be treated as a new booking and the fee rate for the number of additional weeks will be applicable.

Table 3. 2018/19 Tuition Fees Sliding Scale (Sponsored Students)

<table>
<thead>
<tr>
<th>Course</th>
<th>4-10 weeks Price per week</th>
<th>11-20 weeks Price per week</th>
<th>21+ weeks Price per week</th>
</tr>
</thead>
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<td>Activate English (full-time)</td>
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<td>Activate English (part-time afternoons)</td>
<td>£80</td>
<td>£80</td>
<td>£80</td>
</tr>
</tbody>
</table>

2.2.3 Financial Guarantee
It is important that you provide written evidence of any sponsorship that you will receive to the English Language Centre. This should be in the form of an official document from a financial sponsor and it will act as a Financial Guarantee. This document should be on official letter-headed paper or stationary and must include the following information:

- Your family name and first name
- The name and contact details of your official financial sponsor
- The date of the letter (must be valid and within 12 months of the Activate English application date)
- The length of the sponsorship
- The amount of money that the financial sponsor is giving to you or a statement that confirms that your financial sponsor will cover all of your fees and living costs.

As soon as you have your Proof of Sponsorship, please send it to acteng@liverpool.ac.uk. Your offer of a place on Activate English will be conditional until we receive your proof of sponsorship. We will issue an unconditional offer letter when we have received your proof of sponsorship.
The University will require either a hard copy, or an electronic copy, of this document before the start date of your Activate English course, as we cannot issue an unconditional offer letter until we receive it. The University will keep this document for its records. If you do not provide this, the University will consider you to be self-funded and you will be invoiced for your tuition fees.

As a sponsored applicant, you are responsible for making sure that your tuition fees are paid. Should your sponsor fail to pay your tuition fees (in line with our terms of trade), the invoice will be cancelled and the liability for any payments or debt will be transferred to you.

2.2.4 Additional Fees

In addition to tuition fees all students will be charged for books and materials. If you progress to another level you will receive the appropriate books on starting your new level without charge. Sponsored student are required to pay for their books themselves. The cost of books and materials is not covered by the sponsor. You will not be permitted to register or begin study without this payment being made.

Please see Table 4. 2018/19 Additional Fees below for details.

Table 4. 2018/19 Additional Fees (sponsored Students)

<table>
<thead>
<tr>
<th>Course</th>
<th>Additional Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate English (full-time)</td>
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</tr>
<tr>
<td>Activate English IELTS preparation</td>
<td>£30</td>
</tr>
</tbody>
</table>

2.3 Accommodation

Please note that the English Language Centre tuition fees do not include accommodation costs. It is your responsibility to arrange payment for accommodation with your accommodation provider. For information about University of Liverpool accommodation, please visit: https://www.liverpool.ac.uk/english-language-centre/activate-english/accommodation/.

2.4 Your Right to Cancel

2.4.1 Under UK consumer law, you have the right to cancel your course booking and receive a full refund (subject to 2.4.3 below) at any time during the 14 days following the day on which you accept your offer of a place on the course. This is often called “the cancellation period”.
2.4.2 If you want to cancel your course booking, please write an email to acteng@liverpool.ac.uk. You should tell us clearly that you want to cancel your booking and give the following information:

- Your name
- Your applicant number
- The date you are due to start and end your course

You do not need to tell us why you want to cancel your booking. We cannot accept cancellations over the telephone or in person. It is your responsibility to keep a record of when and how you asked for a cancellation.

2.4.3 If we have begun teaching you within the cancellation period and you have ticked the box on the application form saying you are happy for us to do so, then we will give you a full refund minus a reasonable sum for the services you have already received.

2.4.4 When we receive your confirmation that you would like to cancel your booking, we will process the necessary refund and send it to you as soon as possible and normally within 14 days of receiving your notification of cancellation. Your refund will be made in the same way that you originally paid for your fees.
2.5 Refunds of Course Fees after the Cancellation Period

2.5.1 We will give you a full refund of your fees, minus a £60 administration charge:

- If you have paid your tuition fees in full before registration, and
- If there is a mitigating circumstance (for example personal or family illness), and
- If, because of the mitigating circumstance, you are unable to start your studies.

2.5.2 We will make a refund with no administration charge in the case of your visa application being rejected, and in this case we require some documentary evidence that you made the correct visa application and that its refusal is the reason for your non-attendance on the course.

2.5.3 We will make a full refund with no administration charge in the case of you not reaching the minimum level of English proficiency to enter the course.

2.5.4 If you want to withdraw from your course for any reason, you may do so and a refund will be made for any full weeks of tuition for which you have paid but which you have not received. You will only be able to claim this full refund if you give us a minimum of seven (7) teaching days notice of your intention to withdraw by completing the appropriate form, which is available from the Social and Welfare team. If you give us less than seven (7) teaching days notice we will retain the full fees for the first week following your withdrawal from the course. Please be aware the minimum period of study for a self-funded Activate English student is two weeks; if you decide to withdraw during this period you will be charged for two full weeks of study. The minimum period of study for a sponsored Activate English student is four weeks; if you decide to withdraw during this period you will be charged for four full weeks of study.

Refunds are handled in terms of weeks. This means that the number of weeks that a student has studied on an Activate English course will be deducted from the refund of course fees, plus the £60 administrative charge. The cost of study can be found in Tables 1-2 above. Please note: Refunds of tuition fees requested outside of the cancellation period, which are not visa or entry level related, will be paid minus the £60 administrative charge.

Please note: Refunds of tuition fees requested outside of the cancellation period, which are not visa or entry level related, will be paid minus the £60 administrative charge.

2.6 Additional IELTS Examinations

We have an IELTS Test Centre at the English Language Centre; however, we are not a UKVI approved Test Centre. If you want to take an IELTS examination whilst you are studying in Liverpool, we can help you to arrange an examination.

You will be responsible for the payment of any IELTS examination fees and these are paid online.

More information about the IELTS test at the English Language Centre can be found on our website: www.liverpool.ac.uk/english-language-centre/ielts
2.7 Additional Help and Advice

**English Language Centre**
Students should contact the English Language Centre if they have any queries relating to application, payment of tuition fees or cancellation of a booking.

Telephone: +44 (0)151 795 8333  
Email: acteng@liverpool.ac.uk  
Website: www.liverpool.ac.uk/english-language-centre

**Student Services (Financial Support and Advice)**
This service is particularly useful when seeking advice if a student is experiencing financial hardship or if a student is having trouble in making payments.

Telephone: +44 (0)151 794 5863  
Email: fst@liverpool.ac.uk  
Website: www.liverpool.ac.uk/studentsupport/finance