



Student Terms and Conditions 2023-24

When you formally enrol on the BSc (Hons)/Advanced Diploma course by returning this signed contract, you enter into a legally binding contract with Matrix College of Counselling and Psychotherapy ('Matrix') which can only be varied by agreement in writing. Formal enrolment commences on the date we receive your signed documentation.

In enrolling on the course, you accept and agree to be bound by these terms and conditions. Copies and alternative formats may be obtained from Sophie West at sophie@matrix.ac.uk.

Both prospective students and current students are required to enrol and agree to the Terms and Conditions each year.

You should read these Terms and Conditions and the linked documents 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 financial liabilities of the training programme, acceptance of Matrix's policies and procedures and Middlesex University regulations.

1.2 Once you enrol you accept and agree to be bound by and comply with:

- All policies including the Matrix Codes and Procedures, the Programme Handbook, Student Conduct and Discipline Regulations (found in Codes and Procedures), Fitness to Study Policy and Procedure, Diversity and Inclusion Policy, Health and Safety Policy, Data Protection Policy and Privacy Notice, available from <https://matrix.ac.uk/compliance/>
 - The majority of the Middlesex University Regulations which are available from <https://www.mdx.ac.uk/about-us/policies>. Matrix has its own policies for admissions, marking, student appeals and complaints.
- Any eligibility requirements of the UKCP (United Kingdom Council for Psychotherapy) if you wish to apply for UKCP registration following completion of both the course and the required clinical hours.

1.3 Enrolment commences on the date we received your signed enrolment paperwork.

2. 'Cooling Off' Period

2.1 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 and it will be effective from the date it is received.

2.2 If you request to withdraw your application within 2 weeks, Matrix College will issue you a full refund of the deposit or any tuition fees paid.

3. Deposit

3.1 Once the 'Cooling Off' period is ended if you decide not to undertake the course the deposit will not be refunded.

3.2 In the unlikely event that Matrix College is unable to run the course the whole of your deposit will be refunded to you (see the Matrix College Student Protection Plan www.matrix.ac.uk/compliance)

4. Payment Terms

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

4.2 Our programme incurs a fee for each academic year of study. The fee for 2023-24 is £6000 per year for each of the years 1, 2 & 3.

4.3 The Consolidation Year fee is £500 (a consolidation year is a year out of academic study whilst undertaking the course).

4.4 There is a fee for undertaking both the Diploma assessment and the final BSc viva assessment. This is currently £250 per assessment. If you have to re-sit an assessment the fee will be payable again.

4.5 If you have outstanding fees to pay you may be prevented from progressing to the next academic year until either all the fees have been paid, or you have an agreement with Matrix for payment of those fees.

4.6 Student fees are reviewed each year and may increase in line with inflation and/or to reflect any changes in law or government requirements. The maximum amount any increase would be at the current rate of inflation.

4.7 Please see the Additional Costs Information included in the enrolment pack for information about the extra costs you will incur whilst undertaking the course.

4.8 Self-funding students are able to spread the cost over three terms at no additional cost. Other payment arrangements may be considered.

4.9 The student is liable for all fees regardless of whether they are being funded by an employer or sponsor (see 7.2). If you are being funded in part/full by an employer/sponsor you agree to us sharing your personal data, including academic progress with your sponsor if necessary.

If the student loan or employer/sponsor's contribution does not cover the full course fee then arrangements must be made to pay the deficit before the end of the academic year.

5. Student Loans

- 5.1** 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.
- 5.2** If for any reason your application to the Student Loans Company is not successful or if the Student Loans Company does not pay some part of your tuition fees, you will be liable to pay any outstanding balance to Matrix.
- 5.3** 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 received by Matrix College from the Student Loans Company (SLC). A shortfall can occur because of the way funding is allocated across the year as it is not evenly distributed per term. If for instance you leave before May we will not have received the full amount due and you will have to pay us the outstanding fees that are not covered by the Student Loan.

6. Leaving part-way through the course

- 6.1** 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, you will be required to pay the full year's fees unless there are exceptional/mitigating circumstances. In this case a written request for partial waiver of fees needs to be sent to the Operational Team. The Operational Team will decide whether a partial waiver of fees is agreed taking into account the exceptional/mitigating circumstances.

It is important that you are aware of the financial implications of withdrawing part way through the course of the academic year.

For those in receipt of a student loan please refer to Students Loans Company's terms and conditions.

- 6.2** If a student is required to withdraw from the course as per the Matrix College Fitness to Study and Practice Policy and Procedure or under the Disciplinary Policy the liability remains the same as above (6.1 and 6.2) regardless of whether you are self-funding or in receipt of a student loan.

7. Non-payment of course fees

- 7.1** If you do not keep up with termly payments as agreed, Matrix reserves the right to request full payment immediately.
- 7.2** If an employer/sponsor has agreed to pay your fees, please remember that our contract is with you and not with your employer/sponsor and that therefore you remain liable for paying course fees should your employer/sponsor fail to pay.

7.3 Matrix College may 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 occurred by the non-payment.

7.4 Non-payment of course (academic) fees will prevent re-enrolment for the following year(s).

8. Discontinuing the course

8.1 If, as a result of illness or injury or other emergency, unforeseen event or change in personal circumstances and you are withdrawn from a Programme, then the relevant fees will still apply (after the 14 day 'cooling off' period).

8.2 Matrix is unable to refund fees when a student is absent due to illness or injury 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 Please see the Matrix College Refund and Compensation Policy www.matrix.ac.uk/compliance for the procedure in the event of a course cancellation.

8.4 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.

9. Non-continuation on the course

9.1 Matrix College may 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.

9.2 Matrix College may terminate a student's contract either for major breach of Matrix Codes of Ethics and Professional Practice, non-compliance with action plans as detailed in the Fitness to Study Policy and Procedure, or as an outcome of the disciplinary process.

9.3 If Matrix College terminates 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 6.1 and 6.2.

9.4 Students will not be permitted to progress to the following year of the course if they fall too far short of prescribed attainment targets, with respect to:

- Standard of academic course work
- Attendance
- Assignment submissions
- Completion of all portfolio requirements

10. Placements

Students are responsible for securing their own placement 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.

11. Consolidation Year

If a student takes a consolidation year for any reason, Matrix are unable to guarantee they can return the following year if the programme is not running. Please see Student Protection Plan for more information about course cancellation.

12. Force Majeure

Neither Matrix, nor its representatives, are liable in cases where Matrix is unable to fulfill any services to which they are contractually bound because of natural calamity or other reasons such as an act of terrorism which are beyond their control.

13. Middlesex University Validated Programme

As a Matrix student you enroll 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.

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.

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.

Matrix follow the majority of the Middlesex University regulations (see above).

On passing the BSc you will be awarded an Advanced 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 (Honours) in Integrative Counselling*

Students have a maximum of six years from the commencement of their training to complete their award (either the Diploma or BSc). If a student has not completed within this timeframe their position as a student at Matrix will be ended unless they have mitigating circumstances (such a maternity leave) that make completion in the time frame unachievable. In such cases, application for special circumstances needs to be requested from Middlesex University in order to complete the course.

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 and accept the Matrix College Student Terms and Conditions 2022-23.

Name:

Signature:

Date: