

English UK Student Emergency Support Fund (SESF): Student terms and conditions

Please read these very carefully. To accept these rules please tick the box on your student school closure form.

1. Students from the closed centre will be offered an equivalent course free of charge (tuition fee portion only) at another accredited centre if the student can provide proof of payment. This can be:

- a copy of the bank transfer document
- a receipt or confirmation of payment from the closed centre

For a definition of 'equivalent course' see point 6 below.

2. Only students following an English language programme or overseas teachers following teacher training and development courses will be able to utilise the Student Emergency Support Fund.

3. Students will be given ONE offer only of a course at a new centre. English UK will try and place students in the same town or region as the closed centre, but if this is not possible then the new centre may be anywhere in the UK.

4. English UK will try and place a student on a course of equivalent **or** similar duration, level, course type (e.g. general or examination English), course hours and timetable. However, we cannot guarantee that the new course will be exactly the same as at the closed centre. Please note some types of courses may not be available. The course at the new centre:

- may be a different type of course – e.g. a general English rather than an examination or ESP course
- may be at a different time of day or (if part-time) on different days of the week
- may be for more or fewer hours per week, and consequently the number of weeks offered by the new centre free of charge may vary in line with this
- may be of a different level

5. If the student does not wish to accept the offer of the new centre then they are welcome to find another centre at which to continue their tuition at their own cost.

6. Once English UK has established communication with a student in order to help them find a new course, the student has a maximum of two weeks (10 working days) to supply all of the requested information and documents. **English UK cannot offer a new course to students who do not comply with this deadline.**

7. Once the offer of a new course is made to the student, the student has a maximum of 48 hours (two working days) to accept the offer from the moment he or she acknowledges the receipt of the offer. If the student does not accept the offer within this deadline, the offer of a new course will be withdrawn and the student will have to find another course on their own and at their own cost.

8. Students will be required to start their new course at the new centre as soon as possible after the closure of the original centre, and must attend on the start-date they are given. If there are exceptional circumstances, the course may be deferred to a later date at the discretion of the new centre. Any offer of a new course expires **three** months from the date of closure of the original centre.

9. It is not English UK's responsibility to provide a refund. No money will be reimbursed to students for tuition costs, even if the student chooses not to accept the offer of a new centre.

10. Fees and/or unused courses are non-transferable to other students, even if the transfer has been agreed in writing before the school closed.

11. The Student Emergency Support Fund does not cover the cost of course materials or any kind of social programme events at the new centre.

12. If a student has paid for accommodation in advance to the centre that closed then the SESF can help with the this cost. Students must provide a proof of payment which can be a receipt/bank transfer document or copy of payment confirmation from the centre that closed.

Accommodation providers will be paid any monies owed from the date the centre closed until the date up to which the fees have been paid in advance. English UK cannot refund accommodation providers for any monies owed to them from the closed centre prior to the date of closure.

Accommodation providers can contact the appointed liquidator to register as a creditor if they are owed money by the closed centre for any period prior to the date of closure.

13. If the student has not started the course and is not in the UK at the time a centre closes, the SESF will apply only if the student is due to arrive within 4 weeks from the date of the centre's closure.

14. If the student has not started their course and is not in the UK at the time a centre closes, the offer of free tuition as outlined in point 3 above will only be provided at the new centre's discretion.

15. Students are responsible for their own immigration status. Students on a Tier 4 visa will not be able to study in a new centre with the same visa: updated information will be provided to students affected at the time of closure.

16. Should students incur any extra cost for daily travel due to the new centre being further away from the student's UK address than the closed centre, this will be covered by the SESF where the student provides receipt of payment, as well as the relevant invoice.