

The Language Gallery (TLG) – Student Agreement Cover Sheet

As a student enrolled on a Lincoln Bishop University award delivered in partnership with The Language Gallery (TLG), you are required to review and agree to the attached **Lincoln Bishop University Student Agreement (2025–26)**.

This document sets out the terms and conditions of your enrolment on a Lincoln Bishop University programme and forms part of your contract with the University.

Important Notes for TLG Students

- **Programme Delivery:** Your teaching and learning will be delivered at TLG campuses (Nottingham or Birmingham), not on the main University campus in Lincoln.
- **Facilities:** While you are entitled to access University facilities such as the library, sports centre, and accommodation, most TLG students are unlikely to use these due to their location. You will be given access to online library resources, and you will be able to use the facilities available on your local TLG campus and take advantage of our city central locations.
- **Support & Administration:** Your main point of contact for day-to-day academic and welfare support will be TLG staff.
- **Policies & Regulations:** All University regulations, policies, and procedures outlined in the Student Agreement apply to you. Please ensure that you familiarise yourself with these alongside TLG's policies and regulations.
- **Fees:** Tuition fees and payment obligations remain governed by the University's policies, although your queries will be managed via TLG.

Who to Contact

- All communications are via TLG staff which include the student support team, student success tutors, finance and your lecturers. If you are unsure who to contact in the first instance, please contact the student support team.

bham@thelanguagegallery.com

nottingham@thelanguagegallery.com

By enrolling with TLG on a Lincoln Bishop University award, you confirm that you have read, understood, and accepted the terms of the attached Lincoln Bishop University Student Agreement.



Lincoln Bishop
University

Lincoln Bishop Student Agreement 2025 - 2026





Contents

Page | Contents

- 3** ▶ Introduction
- 4** ▶ Payment of Fees
 - ▶ Accuracy of Information
 - ▶ Communicating with the University
 - ▶ University Rules and Regulations
- 7** ▶ Changes to University Regulations
 - ▶ Disclaimers
- 8** ▶ Data Protection
 - ▶ Students with Disabilities
- 9** ▶ Your Cancellation Rights
- 10** ▶ Reimbursement
 - ▶ Cancellation After the Statutory Cancellation Period
 - ▶ Cancellation of Student Accommodation
 - ▶ Visa Requirements for Overseas Students
 - ▶ General
- 11** ▶ Your Agreement and Consent

Introduction

This agreement contains important information to help you when you are applying to our University or starting your studies here. It is relevant for you at each stage of our admissions process, including when you:

- ▶ Apply to study with us
- ▶ Attend your interview with us (if required)
- ▶ Receive an offer of a place to study from us
- ▶ Accept an offer of a place to study from us – this may be a conditional offer, and there will be some tasks you must carry out, to meet those conditions.
- ▶ Choose us as your firm choice University
- ▶ Enrol with us
- ▶ Re-enrol with us if you are a current student

This agreement helps you understand what we can expect from each other.

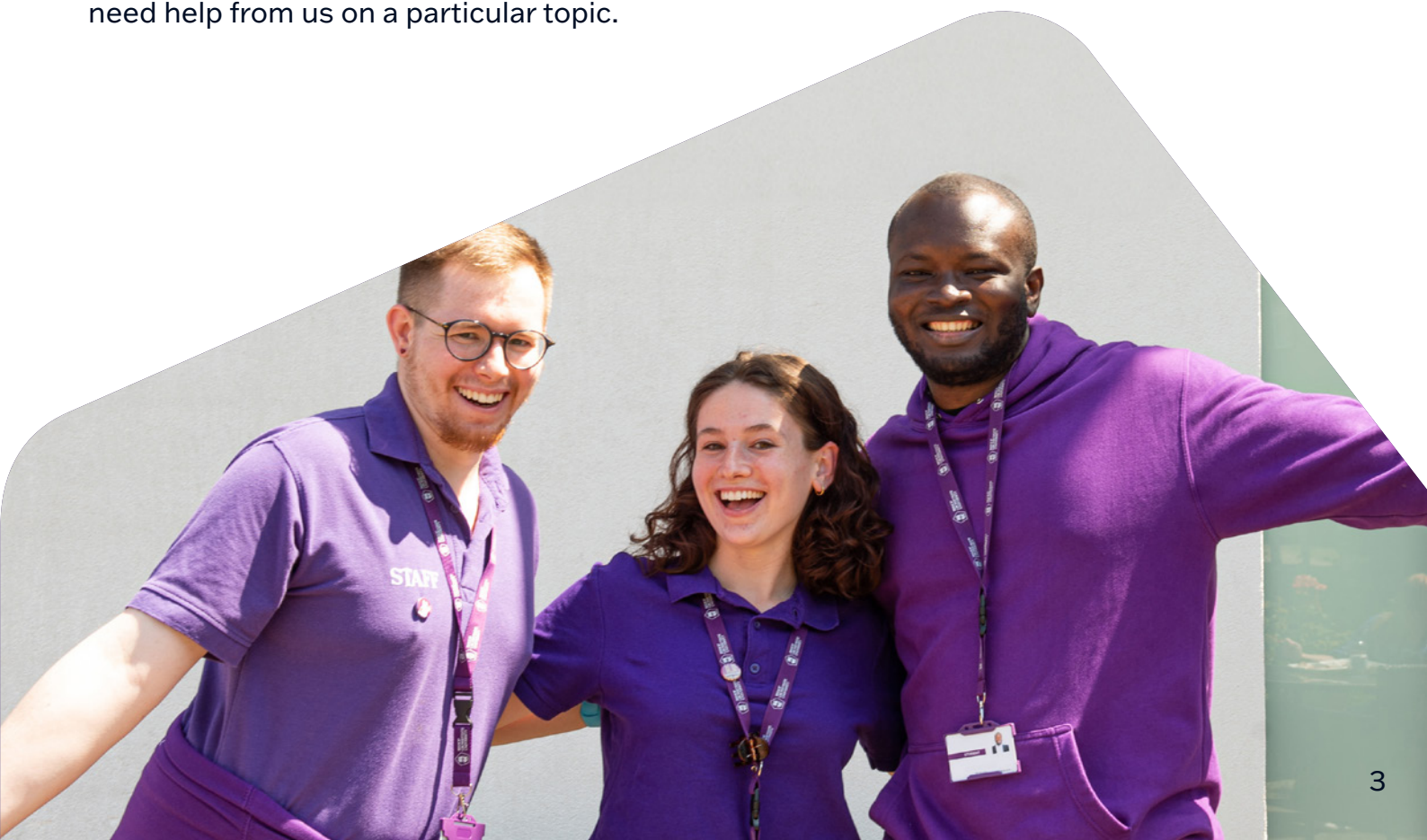
It lets you know where you can go if you need help from us on a particular topic.

This agreement tells you how we will manage a range of issues and provide our services. These include providing placements, assessing your work, managing any changes to your programme of study or to our policies or rules, helping you manage any financial difficulties, and what our regulations say about misconduct, complaints and more.

There is lots of extra information on our website too (**lincolnbishop.ac.uk**). This agreement contains web links and points you to other sources.

You will be asked to confirm that you have read and understood this agreement and that you agree to it. It forms a contractual relationship between us. This agreement is 'the contract' between us.

Please keep this agreement safe so that you can refer back to it if you need to. A copy of this Agreement is saved to Blackboard, your online learning environment.



1. Payment of Fees

1.1 The fees for your programme, together with details of how those fees may be increased annually, are set out in our [Tuition Fees, Student Charges, Debt and Refund Policy](#).

1.2 You as the student are the liable party for the payment of your tuition fees. A statutory sponsor (such as Student Finance England) or private sponsor (such as an employer or a funding body) may pay on your behalf. If they withdraw their funding support, you will then need to pay the outstanding fees.

1.3 You must make arrangements at the beginning of your programme for the payment of your fees.

1.4 We will invoice you for the full amount or remaining portion of your fees for each year of your programme. There may be occasions when we will not do this, such as if (for each year of your programme) you have:

- ▶ financial support via Student Finance England, Wales, Northern Ireland or Student Awards Agency Scotland; or
- ▶ received an official letter/form from an employer or a sponsor indicating responsibility for the payment of your fees in full or part; or
- ▶ you have applied for and obtained a discount or remission of fees.

1.5 You must ensure that you provide us with the necessary documentation about your funding. This should be provided to our Finance Office at enrolment, or as soon as you can after enrolment.

1.6 If you are enrolling on the basis that you are or will be applying for tuition fee waiver (full-time or part-time), bursary or other University funding source, you will be obliged to pay the full amount due if the application is not approved.

1.7 If you are self-funding and have to pay your own fees, payment can be made (in accordance with our [Tuition Fees, Student Charges, Debt and Refund Policy](#) by using

the web address: lincolnbishop.ac.uk/apply-now/fees-and-funding/online-payments

If you have any queries about payment please call 01522 563881.

2. Accuracy of Information

2.1 We will ask you to confirm you have given full and accurate information when applying to study with us and when enrolling with us.

2.2 Your admission and enrolment may be invalid, if you have provided any false, incomplete or misleading information or if your circumstances change prior to enrolment. This could lead to our contract with you being terminated. Before exercising this right, the University will give you the opportunity to make representations.

3. Communicating with the University

3.1 On enrolment, you will be allocated a University email account. All email communications from us will be sent to that account. We expect you to use your University account when contacting us, and to check your account regularly.

4. University Rules and Regulations

You agree to comply with all the University's Regulations, Rules, Codes, Policies and Procedures that apply to enrolled students. These regulations can be found at: lincolnbishop.ac.uk/policies

4.1 Some of the rules and regulations you must be aware of are set out below.

(a) Our requirements and expectations regarding the organisation, responsibilities, and conduct during any placement that forms part of your programme are outlined in the relevant programme handbooks, which will be shared with you at the appropriate time. The expectations for behaviour set out in the Student



Disciplinary Procedure also apply during any time spent on placement. If you choose to make independent visits to placement settings or conduct your own research before your placement formally begins, you do so at your own risk.

(b) Our rules regarding academic misconduct, including plagiarism and the processes we use to detect it, can be found in the University's Code of Practice for the Assessment of Students and Code of Practice for Academic Misconduct. If you do not follow these rules we may need to take disciplinary action and you could face academic penalties and/or expulsion.

(c) Our rules regarding payment of sums owing to us, can be found in the Tuition Fees, Student Charges, Debt and Refund Policy. If you do not pay money that you owe to us, we may withdraw our services.

(d) Our expectations of student behaviour are set out in the Student Disciplinary Procedure. If you do not follow these rules, we may need to take disciplinary action and you could face sanctions and/or expulsion.

(e) Our Support for Study Procedure describes the steps we may take if there are concerns about your health and wellbeing.

(f) Our Professional Suitability Policy applies to students on professionally regulated programmes leading to or satisfying the conditions of a professional qualification or conferring a licence to practise in a particular profession. If you do not follow these requirements we may need to review your fitness to practise.

(g) Some applicants (to professionally regulated programmes and some other programmes) must undergo an enhanced Disclosure Barring Service (DBS) check. We will organise the DBS check for you. It must take place before you can be enrolled on to your programme. You may also be eligible for a Barred List DBS check.

Depending on the outcome of these checks, you may not be eligible to enrol on these programmes.

(h) As a condition of taking your place at the University you are required to disclose any relevant unspent criminal convictions, by contacting the Admissions Office on **01522 583648**.

You must also notify us immediately if you receive any relevant criminal convictions at any point from acceptance of the offer until the completion of your programme, or if your circumstances change relating to fitness to practise or DBS checks. The University will only ask for information relevant to its obligations to safeguard staff and students or to comply with professional requirements.

In the most serious cases this may result in the University requiring you to withdraw from your course and/ or the termination of your enrolment with the University. Relevant criminal convictions are those which indicate that an individual may pose a risk to the safety of students, staff and visitors and may include: convictions for offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances or where the conviction concerns commercial drug dealing or trafficking, as well as offences involving firearms, arson and terrorism, whether the conviction is obtained in the UK or overseas.

(i) Our requirements and expectations regarding the organisation of, responsibility for and conduct during any placement that may form part of your programme are set out in the relevant programme placement guide which will be shared with you when appropriate. If you need to make any independent visits to placement settings, or undertake any of your own research prior to your placement starting, this is done at your own risk.

(j) Our [Safeguarding Children and At-Risk Adults Policy](#) sets out our procedures and responsibilities for responding to safeguarding concerns.

(k) Our [Student Protection Plan](#) sets out how we will protect the student experience in the event of programme changes or closure.



5. Changes to University Regulations

5.1 We have the right to add to, delete or make changes to our Regulations, Rules, Codes, Policies and Procedures. We may need to do so if such changes will (in our opinion) assist in the proper delivery of education. We usually make changes for one or more of the following reasons:

- (a)** to review and update our Regulations, Rules, Codes, Policies and Procedures to ensure they are fit for purpose;
- (b)** to reflect changes in the external environment, including legal or regulatory changes, changes to funding or financial arrangements or changes to government policy, requirements or guidance;
- (c)** to incorporate sector guidance or best practice;
- (d)** to incorporate feedback from students; and/or
- (e)** to aid clarity or consistency of approach.

5.2 We will consult with the Students' Union (SU) before making any substantive changes to Regulations, Rules, Codes, Policies and Procedures.

5.3 Any changes will normally come into effect at the start of the next academic year. Some may be introduced during the academic year if we consider it is in your interests. Sometimes changes may be made during the academic year if they are required by law or in other exceptional circumstances. We will take all reasonable steps to minimise disruption to you. For instance, we will give you reasonable notice of any changes before they take effect or introduce the changes gradually.

5.4 The updated Regulations, Rules, Codes, Policies and Procedures will be made available on our website. They may also be publicised by other means so that you are made aware of any changes.

6. Disclaimers

6.1 We will do all that we reasonably can to provide the programme, related educational and other services and facilities as described in the material information set out on our website or in the Prospectus or other documents we have issued to enrolled students. Sometimes circumstances beyond our reasonable control which could not have been prevented mean we are delayed in providing or otherwise cannot provide such services and facilities. Examples include (but are not limited to):

- (a)** industrial action by University staff or third parties;
- (b)** the unanticipated and/or unavoidable absence or departure of key members of our staff;
- (c)** power failure;
- (d)** acts of terrorism;
- (e)** pandemics, epidemics and other threats to public health;
- (f)** fire;
- (g)** severe weather conditions;
- (h)** natural disasters;
- (i)** political or civil unrest;
- (j)** damage, interruption or lack of access to buildings, facilities or equipment;
- (k)** the acts or delays of any governmental or local authority;
- (l)** legal or regulatory changes;
- (m)** withdrawal by any government or local authority of any necessary licence;
- (n)** where the numbers recruited to a programme are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.

6.2 Where any of the above events occur, we will notify you and take all reasonable steps to minimise the resultant disruption to students who are affected by, for example:

(a) offering the opportunity where reasonably possible to transfer to another programme;

(b) deferring the start date for a programme;

(c) delivering the programme in a different way, from another location or online, or at another time;

(d) delivering a modified version of the same programme;

(e) assisting you to transfer to complete the programme at another provider;

(f) delivering other services and facilities in a different way, from a different location or online.

6.3 If you are not satisfied with the steps taken to mitigate the disruption caused, you may terminate your contract with us and we will follow our Student Protection Plan. Alternatively, you may make a complaint under our Student Complaints Procedure.

6.4 Where, as a result of any of the above events, it is necessary to close or discontinue or cease to deliver a programme, we will follow our Student Protection Plan.

6.5 Where any of the above events occur then, other than as set out in paragraphs 6.3 and 6.4 above, neither we nor you will be liable for continued compliance with the contract or to each other for further fees, refunds of fees paid or other loss or damage of any kind.

6.6 We will endeavour to deliver our programmes in the way they are described in our online course pages for the academic year in which you start studying with us. We have the right to make reasonable changes to the programme where they are needed to help us give you a better educational experience. For instance, changes may be made to the content and syllabus of a programme, its location or the ways we deliver and assess a programme.

If we need to make such changes, we will keep them to a minimum. We will discuss

any changes that affect you in advance and ask for your views. Our aim will always be to maintain a quality student experience. If the University changes your programme and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the programme. If required, we will offer you reasonable support to transfer to another programme with us, or to another provider.

6.7 We do not exclude or limit in any way our liability for:

- (a)** death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; or
- (b)** fraud or fraudulent misrepresentation.

6.8 We do not accept responsibility and expressly exclude liability to the full extent possible under the general law for loss or damage to students' property or for infection of students' equipment caused by computer viruses, and for the consequences of any such damage.

7. Data Protection

7.1 We are committed to protecting your personal information when you are using our services, in accordance with the General Data Protection Regulation 2016 and Data Protection Act 2018.

7.2 Details of how your data is handled by the University are available within the University's Data Protection Policy, and Privacy Policy. These documents can be found at:

lincolnbishop.ac.uk/data-protection

8. Students with Disabilities

8.1 The University is committed to providing an inclusive and accessible environment, and strives to make reasonable adjustments to accommodate individual needs. All offers are conditional upon us being able to implement the specific adjustments reasonably needed for you to complete your programme. We are more likely to be able to implement such adjustments in a prompt and timely

way if you notify us of any disability early in the recruitment process, and engage in any necessary discussions or health assessments as required by us. To notify us of any such adjustments, please email thehub@lincolnbishop.ac.uk

8.2 Students on professionally regulated programmes are required to notify any disability which may impact on their ability to complete the programme and be fit to practise on completion of their studies. All offers are conditional upon a satisfactory occupational health assessment.

8.3 If you have disclosed a disability, the Student Advice Service will need to assess what, if any, reasonable adjustments are required and how they can be implemented. Information concerning your disability will be disclosed to other relevant staff who would reasonably need to know, to help with the adjustments identified.

8.4 You have the right to request that information about your disability is not disclosed to staff. If you wish to do so please contact thehub@lincolnbishop.ac.uk.

All efforts will be made to implement reasonable adjustments, but if you request confidentiality it may mean we cannot make some or all of the adjustments identified.

9. Your Cancellation Rights

9.1 You have a statutory right to cancel this contract without giving any reason. This cancellation period will expire 14 days after the commencement of your course, which is defined as being the later of the following dates:

- ▶ The date the course starts according to the University's Student Record System
- ▶ The date you are enrolled on the course

This 14-day period is known as the 'Cooling off period'

9.2 Should you wish to cancel and you have made your application through UCAS, the Department for Education (DfE) or Oxford International Education Group, you must contact them directly to amend your offer decision.

9.3 Should you wish to cancel and you have made your application direct to the University (Through our Apply Online



platform), you must inform the University of your decision to cancel this contract by a clear statement via email to **admissions@lincolnbishop.ac.uk**. Alternatively, use the online cancellation form accessible **here**.

10. Reimbursement

10.1 If you cancel this contract as set out above, we will reimburse to you all payments received by us from you. We will make the reimbursement within 30 days of your cancellation of this contract. Guidance on our reimbursement procedure can be found in the Tuition Fees, Student Charges, Debt and Refund Policy.

10.2 We will make the reimbursement using the same means of payment as you used for the initial transaction. You will not incur any fees as a result of the reimbursement.

11. Cancellation After the Statutory Cancellation Period

11.1 If you cancel the contract after the statutory cancellation period has expired, the University may not refund payments received from you. Depending on when you cancel the contract you may also be obliged to pay a proportion of your tuition fees. Further details can be found in our Tuition Fees, Student Charges, Debt and Refund Policy.

12. Cancellation of Student Accommodation

12.1 Students residing in University managed accommodation will be required to enter a separate Accommodation Agreement which outlines the specific terms and conditions governing your residency. This agreement will be signed prior to occupancy and is in addition to the general student code of conduct and University regulations. You can access more information by clicking **here**.

13. Visa Requirements for Overseas Students

13.1 If you are an overseas student, you may need a student visa to take up your place at the University. Further information about visas can be found at: **lincolnbishop.ac.uk/international** or contacting **international@lincolnbishop.ac.uk**

13.2 You must make sure you continue to comply with the terms and conditions in your visa. If your visa is revoked for any reason, we have the right to terminate our contract with you.

14. General

14.1 If any provision of this agreement, which forms the contract between you and us, is held to be void or unenforceable in whole or in part by any court or other competent authority, the contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

14.2 This agreement shall be governed by and construed in accordance with the laws of England and Wales. Both parties agree to submit to the jurisdiction of the courts of England and Wales.

14.3 This agreement does not confer third party benefits for the purposes of the Contract (Rights of Third Parties) Act 1999.



15. Your Agreement and Consent

15.1 By the completion of our Self- Service Form and signing your enrolment/ Reenrolment Pass, you confirm that you have read and understood this agreement and that you agree to comply with all parts of it.

16. Glossary

Admissions (For Pre-Enrolled Students)	admissions@lincolnbishop.ac.uk
Finance	tuitionfees@lincolnbishop.ac.uk
Student Support & Wellbeing Services	thehub@lincolnbishop.ac.uk
IT	HelpDesk@lincolnbishop.ac.uk
International Office	international@lincolnbishop.ac.uk
Faculty Administration Office (For Post-Enrolled Students)	fao@lincolnshop.ac.uk
Accommodation Office	accommodation@lincolnbishop.ac.uk

To access all policies and procedures outlined in this Agreement, please **click here**.

As outlined in 5.1, we have the right to add to, delete or make changes to our Regulations, Rules, Codes, Policies and Procedures. Therefore all are subject to change prior and during your study at the University.

lincolnbishop.ac.uk