



GREEN VALLEY ACADEMY

Student Contract — Terms and Conditions of Enrolment

Approved: October 2026

DOCUMENT CONTROL

Reference	GVA-29
Document owner	Principal; maintained by the Academic Registrar and Admissions Officer
Approved by	Academic Board — 5 October 2026
Effective from	5 October 2026, applying to the September 2026 intake and thereafter
Applies to	Every applicant who accepts an offer of a place, and every enrolled student, of Green Valley Academy
Linked documents	Offer letter and fee schedule; Admissions Policy; Refund and Compensation Policy; Student Course Changes and Continuity of Study Policy; the published policies referred to in these terms

CONTENTS

DOCUMENT CONTROL

1. KEY FACTS — PLAIN-ENGLISH SUMMARY
 2. THE PARTIES AND THE FORMATION OF THE CONTRACT
 3. OUR OBLIGATIONS TO YOU
 4. THE ROLE OF THE UNIVERSITY OF WOLVERHAMPTON
 5. YOUR OBLIGATIONS
 6. FEES, PAYMENT AND FINANCIAL DIFFICULTY
 7. CANCELLATION, WITHDRAWAL AND REFUNDS
 8. CHANGES TO YOUR COURSE AND CONTINUITY OF STUDY
 9. SUSPENSION AND TERMINATION BY THE ACADEMY
 10. DATA PROTECTION AND INTELLECTUAL PROPERTY
 11. COMPLAINTS
 12. EVENTS OUTSIDE OUR CONTROL
 13. LIABILITY AND GENERAL PROVISIONS
- APPENDIX A — MODEL CANCELLATION FORM**

If page numbers do not display, right-click the contents and select "Update Field".

1. KEY FACTS — PLAIN-ENGLISH SUMMARY

- 1.1** This summary forms part of your contract, and we will always honour it. You are entering into a contract with Green Valley Academy, a company registered in England with company number 11278050, whose campus is at The Atrium, Burrs Place, Luton LU1 3BE, for tuition and associated services on a course that is designed, validated and awarded by the University of Wolverhampton, with which you will also be registered as a student. Your tuition fee, any deposit, any additional course costs, and any re-sit fees are all stated in your offer letter, and we will never charge you anything that is not stated there. You may cancel within fourteen days of accepting your offer, for any reason, with a full refund; if you withdraw later, the published fee liability bands in our Refund and Compensation Policy determine exactly what you owe and what comes back to you. If we ever have to make a significant change to your course, or to close it, you will receive real choices — to continue, to transfer with our support, or to withdraw with full financial protection — and we have deliberately taken no general right to vary this contract. If something goes wrong, you can complain to us without charge, then to the University, and then to the Office of the Independent Adjudicator for Higher Education; and nothing in these terms removes or reduces your rights under consumer law.

2. THE PARTIES AND THE FORMATION OF THE CONTRACT

- 2.1** This contract is made between Green Valley Academy (“the Academy”, “we”, “us”) and you, the student named in the offer letter. It is formed at the moment you accept our offer of a place, whether you accept electronically, in writing or through a clearing or admissions process, and it continues until you complete or permanently leave your course, subject to the provisions of these terms concerning withdrawal, suspension and termination. Where you accept the offer before satisfying any academic or documentary conditions stated in it, the contract is conditioned upon those conditions being satisfied by the stated deadline.
- 2.2** The contract consists of the following documents, which are to be read together: your offer letter, including its fee schedule; these Terms and Conditions of Enrolment; and the Academy policies expressly incorporated by these terms, namely the Admissions Policy, the Refund and Compensation Policy, the Student Course Changes and Continuity of Study Policy, and the student-facing policies published on the Academy's website at the date of your offer. In the event of any inconsistency between these documents, the order of precedence shall be first, the offer letter; secondly, these terms; and thirdly, the incorporated policies; provided always that no incorporated policy shall be applied so as to reduce any right conferred on you by these terms or by law.

3. OUR OBLIGATIONS TO YOU

- 3.1** We undertake to deliver your course — the BSc (Hons) Public Health with Foundation Year — with reasonable skill and care, in accordance with the course specification validated by the University of Wolverhampton, the University's academic regulations and quality requirements, and the description of the course contained in the published information on which you were entitled to rely when you applied. We further undertake to provide the teaching, assessment operation, timetabled provision, virtual learning

environment, library and learning resources, and campus facilities described in your offer and in our published course information; to provide the academic and personal support we advertise, including a named Personal Academic Tutor, wellbeing support, disability support and reasonable adjustments in accordance with our published policies; and to operate at all times the safeguarding, complaints, refund and continuity protections set out in the incorporated policies.

- 3.2** All information we published in order to recruit you — including course content, delivery pattern, location, fees and support — constitutes information on which you are entitled to rely, and forms part of what you have purchased. If we discover any material error in information given to you before enrolment, we will tell you promptly, explain your options, and, where the error is material to your decision to enroll, allow you to withdraw with a full refund of fees paid.

4. THE ROLE OF THE UNIVERSITY OF WOLVERHAMPTON

- 4.1** Your course is validated, and your award will be conferred, by the University of Wolverhampton, and upon enrolment you will also be registered as a student at the University. The University's academic regulations govern the academic aspects of your studies, including assessment, progression, external examining, assessment boards, extenuating circumstances, academic appeals, academic misconduct and the conferment of your award; and certain services, including the final stage of complaints, are provided through the University under the partnership. The Academy remains fully and directly responsible to you under this contract for the delivery of teaching, facilities and services; the involvement of the University does not diminish that responsibility, and you will never be passed back and forth between institutions — where a matter belongs to the University, we will route it there for you and tell you what is happening. Where the University materially changes its regulations or requirements in a way that affects your course, we will inform you, and the protections of the Student Course Changes and Continuity of Study Policy shall apply as if the change were our own.

5. YOUR OBLIGATIONS

- 5.1** You undertake, for so long as you are our student: to engage genuinely with your course, including attending timetabled sessions, participating in learning activities, submitting assessments honestly and by the published deadlines, and responding to communications from the Academy and your Personal Academic Tutor; to comply with the University of Wolverhampton's academic regulations and with the Academy's published student-facing policies, including those governing conduct, health and safety, information technology and the respectful treatment of others; to provide true and accurate information at application, enrolment and throughout your studies, and to notify the Academic Registrar promptly of any change to your contact details or to any circumstance affecting your registration; and to pay the fees stated in your offer letter in accordance with Section 6. These obligations are conditions of your continued enrolment, and the processes and consequences that apply where they are not met — which always include support and warning before sanction — are set out in the incorporated policies and in Section 9.

6. FEES, PAYMENT AND FINANCIAL DIFFICULTY

- 6.1** The tuition fee for each year of your course, any deposit, any additional course costs such as materials or field activities, and any re-sit or resubmission fees, are stated in your offer letter, and no other charge will be made for your course. Your tuition fee for 2026–27 is £9,790 per annum. Your offer pack contains details of deposit arrangements for self-funded students, the standard instalment schedule, and the additional cost schedule. For continuing students, the fee will not increase during your course except by an inflation-linked adjustment calculated by the index, and subject to the cap, stated in your offer letter; the mechanism is disclosed there in full, and we will give you at least three months' written notice of any adjusted figure before it takes effect.
- 6.2** If you are funded by the Student Loans Company, we will support your application and report your enrolment and any changes accurately and promptly. If you are self-funded and encounter difficulty, we ask you to tell us early: we will always discuss a revised payment plan before taking any other step, we will refer you to the Wellbeing team where financial trouble signals wider difficulty, and while an agreed plan is being honoured your studies, your access to facilities and your results will be entirely unaffected. We do not charge interest or administrative penalties on late payment. If payment is not made and no plan is agreed after reasonable written warning, we may suspend and ultimately terminate your enrolment under Section 9; your financial liability in that event is limited by the fee liability bands in the Refund and Compensation Policy, and we will never withhold a reference, or obstruct the conferment of an award you have earned, as a means of debt collection.

7. CANCELLATION, WITHDRAWAL AND REFUNDS

- 7.1** You have the right to cancel this contract, for any reason and without penalty, within fourteen calendar days after the day you accept your offer or, if later, the day you enroll; if you cancel within this period, you will receive a full refund of everything you have paid, including any deposit, within fourteen days. You may use the model cancellation form at Appendix A, but any clear written statement of cancellation is effective from the day you send it. After the cooling-off period, you may withdraw from your course at any time by written notice to the Academic Registrar; your financial position on withdrawal is governed entirely by the published fee liability bands and refund rules in the Refund and Compensation Policy, which is incorporated into this contract and summarised in your offer pack.

8. CHANGES TO YOUR COURSE AND CONTINUITY OF STUDY

- 8.1** We have deliberately taken no general right to vary this contract or your course, and any change is governed by the Student Course Changes and Continuity of Study Policy, which is incorporated into this contract. In summary, and without limiting that policy: minor changes which do not disadvantage you — such as timetable adjustments within the published pattern or changes of staffing — may be made and will be communicated promptly; material changes — affecting matters such as the award, the awarding university, the location or town of delivery, the mode or length of study, the core curriculum or the overall fees — may be made only with the University of

Wolverhampton's approval and the Board of Directors' authorisation, and only after you have received individual written notice and a genuine choice between continuing under the revised arrangements, transferring with our active support, or withdrawing with a full refund of fees for the affected year and payment of your evidenced additional costs; and if your course is suspended to new entrants or closed, your right to complete your studies is protected by the teach-out and alternative arrangements guaranteed by that policy.

9. SUSPENSION AND TERMINATION BY THE ACADEMY

9.1 We may suspend or terminate this contract, and with it your enrolment, only on the following grounds and only after the process described in clause 9.2: where your application or enrolment was procured by fraud, false documents or material misrepresentation; where you are expelled following the Student Discipline Procedure, or your registration is terminated by the University of Wolverhampton under its regulations, in each case with all rights of appeal exhausted or unexercised; where, following the support and warning process in our published policies, you have persistently failed to engage with your course; or where fees remain unpaid after the support, warning and payment-plan process described in Section 6. We may also suspend your attendance as a neutral precautionary measure where a disciplinary or safeguarding process requires it, in accordance with the relevant policy.

9.2 Before any termination under this Section, you will receive written notice of the ground relied upon and the evidence for it, an opportunity to respond and to be accompanied at any meeting, and a written decision with reasons; every termination decision carries a right of appeal, which will be identified in the decision letter together with the time limit; and no termination shall take effect while an appeal lodged in time remains undetermined, save where suspension is necessary for the protection of others. The financial consequences of any termination are limited by the fee of liability bands in the Refund and Compensation Policy, and termination shall never operate to increase your liability beyond them.

10. DATA PROTECTION AND INTELLECTUAL PROPERTY

10.1 We will process your personal data as described in the student privacy notice and in accordance with the IT, Data Protection and Data Security Policy and data protection law, including sharing your data with the University of Wolverhampton as required for your registration, assessment and award, and with statutory bodies where the law requires. You own intellectual property in the work you create as a student. You grant to the Academy and to the University a non-exclusive, royalty-free license to use your assessed work for the purposes of assessment, internal and external moderation, external examining, quality assurance and regulatory review; any use of your work for marketing or showcase purposes will be made only with your separate, freely given and revocable consent.

11. COMPLAINTS

11.1 If you are dissatisfied with any act or omission of the Academy, you may raise it, free of charge and without any risk to your academic position, through the Student

Compliments, Feedback and Complaints route, which provides an informal first stage and a formal second stage with published timescales; if you remain dissatisfied, you may escalate your complaint to the University of Wolverhampton under its procedure for students at partner institutions; and thereafter you may bring your complaint to the Office of the Independent Adjudicator for Higher Education, an independent statutory scheme whose recommendations we undertake to implement in full. Nothing in this Section limits your right to seek advice or to pursue any legal remedy at any time.

12. EVENTS OUTSIDE OUR CONTROL

- 12.1** If an event genuinely outside our reasonable control — including epidemic or pandemic, fire, flood, failure of utilities or third-party infrastructure, industrial action by persons other than our own staff, or the act of any government or regulator — prevents or delays the performance of our obligations, we will notify you promptly, act reasonably to minimise the impact and duration, prioritise the continuity of teaching and assessment, and provide substitute delivery, including temporary online delivery where the University of Wolverhampton approves, together with making up or remedying lost provision as soon as reasonably possible. Such an event suspends our obligations only to the extent, and for the duration, strictly necessary; it does not suspend your rights under Sections 7 and 8, and where substantially disrupted provision is not restored within a reasonable time you shall be entitled to the remedies in the Refund and Compensation Policy and the Student Course Changes and Continuity of Study Policy as though the disruption were an Academy fault event.

13. LIABILITY AND GENERAL PROVISIONS

- 13.1** Nothing in this contract excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability which cannot lawfully be excluded or limited. Subject to that, we are liable for foreseeable loss and damage caused by our breach of this contract or our negligence, up to a total equal to the tuition fees paid or payable for your course; this limit does not apply to, and shall never reduce, your entitlements under the Refund and Compensation Policy and the Course Changes and Continuity of Study Policy. We are not liable for loss of, or damage to, your personal property except where caused by our negligence, nor for losses unconnected with this contract or not reasonably foreseeable by both parties when the contract was made.
- 13.2** These terms are intended to comply in full with the Consumer Rights Act 2015, and no term shall be applied so as to create a significant imbalance in the parties' rights to your detriment; if any provision is found by a court or regulator to be unfair or invalid, that provision shall be severed and the remainder shall continue in force. We will notify enrolled students of any revision of these terms adopted for future academic years, and no revision shall apply retrospectively to your detriment. This contract is personal to you and may not be assigned; no third party has rights under the Contracts (Rights of Third Parties) Act 1999; our failure to enforce any provision on one occasion is not a waiver of it; and this contract is governed by the law of England and Wales, whose courts have exclusive jurisdiction, without prejudice to your right to bring proceedings in your local court within the United Kingdom.

APPENDIX A — MODEL CANCELLATION FORM

A.1 To: Green Valley Academy, The Atrium, Burrs Place, Luton LU1 3BE (admissions@greenvalleyacademy.co.uk). I hereby give notice that I cancel my contract for the provision of the following course: [insert course title and intake]. Name of student: _____. Applicant or student reference: _____. Address: _____. Signature (only if this form is submitted on paper): _____. Date: _____. You may use this form to cancel within fourteen days of accepting your offer (or of enrolment, whichever is later), but you are not required to use it; any clear written statement of your decision to cancel, sent before the period expires, is effective.