



LEARNER AGREEMENT

Policy reference UKV-QA-10 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

Policy reference	UKV-QA-10
Version	3.0
Status	Updated
Effective date	1 October 2026
Next review	September 2027
Policy owner	Registrar
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

Learner Agreement

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

Document control

Title	Learner Agreement
Reference	UKV-QA-10
Version	3.0
Status	Updated
Effective date	1 October 2026
Next review	September 2027 (annual), or earlier if required
Owner	Registrar
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	Every UK Versity learner. Must be signed before course access is given
Supersedes	Learner Agreement and Contract (QA-07, 2023); Student Learner Agreement (2023)
Summary	The document every learner signs before starting, confirming the course, the start option chosen, the cancellation and refund position, registration timing, additional needs and support, and the learner's commitments on engagement, integrity and conduct.

Compliance mapping

BAC College Scheme 2023 standards	5.4; 6.1; 16.5; 16.6; 18.1-18.2
UK Quality Code 2024 (voluntary)	Principles 9 and 10
OfS conditions (benchmark only; not OfS registered)	C1, C5 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Consumer Rights Act 2015; UK GDPR and Data Protection Act 2018; Equality Act 2010

Version history

Version	Date	Change
1.0	November 2014	Student Learning Agreement first issued (QA-07)
2.0	November 2023	Reissued as Learner Agreement and Contract

Version	Date	Change
3.0	October 2026	Full rewrite for online delivery: signed cancellation and refund statement, start option and express request, early registration request, integrity and AI declaration, engagement standard, conduct, additional needs and support statement with consent to share (UKV-QA-32), data notice, parent or guardian countersignature

1. Purpose

This agreement sets out, in one place, what UK Versity will do for you and what you agree to do. It includes a clear statement of your cancellation and refund rights and how your awarding organisation registration is timed. You must sign it before UK Versity gives you full access to your course. UK Versity keeps a signed copy and emails you a PDF copy for your records.

2. Scope

This agreement applies to every learner enrolling with UK Versity Online Limited on a course leading to a qualification awarded by ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) or Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE. It forms part of your contract with UK Versity together with UKV-QA-09 Learner Terms and Conditions and UKV-QA-08 Fees, Payment, Cancellation and Refund Policy.

3. How this agreement is completed

1. The Registrar pre-fills Part A (course details) from your enrolment record.
2. You read Parts B to F, complete Part G, and sign Part H electronically or on paper.
3. If you are under 18, your parent or guardian also signs Part H.
4. The Registrar countersigns and emails you a PDF copy (a durable medium). Your enrolment is not confirmed until this is done.

4. Part A: Your course

Detail	Recorded by the Registrar from the enrolment record
Learner name (as on photographic ID)	From enrolment record
Course and qualification title	From enrolment record
Awarding organisation and qualification number	From enrolment record
Level and credit value	From enrolment record
Course fee and payment method	From enrolment confirmation
Planned programme duration	From enrolment confirmation
Contract date	Date enrolment confirmation is sent

5. Part B: Cancellation, refunds and registration: please read carefully

Your 14-day right to cancel. You can cancel this contract within 14 days, starting the day after the contract date, without giving any reason. Tell us by emailing accounts@ukversity.co.uk or admin@ukversity.co.uk, or use the model cancellation form in UKV-QA-08. We will refund you within 14 days of your cancellation.

There is no 28-day or 30-day refund right for courses. The Consumer Rights Act 2015 30-day right to reject applies to goods, not courses. Your cooling-off right is the 14 days above.

Registration with your awarding organisation. We do not register you with your awarding organisation during your 14-day cancellation period, unless you ask us to in Part G. We register you from day 15, within the awarding organisation's deadline (for example ATHE requires registration within 28 days of enrolment). This protects your full refund right and still meets every awarding organisation rule.

If you cancel within 14 days. Standard start: you get a full refund. Immediate start: you get a full refund less a proportionate amount for the days of the course you received ($\text{course fee} \times \text{days used} \div \text{planned programme duration in days}$). If you asked for early registration, the awarding organisation registration fee is also deducted, but only if the awarding organisation does not refund it to us.

If you cancel after 14 days. From day 15 to day 30 we keep the awarding organisation registration fee (if you have been registered and it cannot be recovered), a £100 enrolment and administration charge, and 25% of the course fee. From day 31 until half of your planned programme duration has passed, we keep the registration fee (if not recoverable), the £100 charge, and the greater of 25% of the course fee or the proportion of the fee for the time elapsed. After half of the planned programme duration has passed, no refund is due (except in exceptional circumstances under UKV-QA-08 section 8). We never keep more than the course fee.

If we are at fault or cannot deliver your course, you are entitled to have it put right or to a refund under the Consumer Rights Act 2015 and UKV-QA-04. No administration charge is deducted in these cases.

6. Part C: What UK Versity will do

UK Versity will:

1. deliver your course with reasonable care and skill, as described on the course page and in your enrolment confirmation;
2. give you Moodle access, learning materials, live online sessions and tutor support for your planned programme duration;
3. give you an induction covering your course, Moodle, academic integrity and AI rules, support services, complaints and appeals;
4. mark your work and give written feedback, with strengths and areas for improvement, normally within 15 working days;
5. register you with your awarding organisation on time and tell you your registration number;
6. offer the support and reasonable adjustments set out in UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy and UKV-QA-18, at no cost to you;
7. offer welfare, safeguarding and progression support (UKV-QA-11 and UKV-QA-25);
8. treat you fairly and without discrimination (UKV-QA-26); and
9. protect your personal data (UKV-QA-29).

7. Part D: What you agree to do

7.1 Engagement

1. Log in to Moodle and work on your course regularly, and meet the minimum engagement standard in UKV-QA-12 Attendance and Engagement Policy.
2. Attend live online sessions where you can, and watch the recording where you cannot. UK Versity expects you to engage with at least 85% of scheduled sessions, live or by recording.
3. Submit assignments by the dates agreed with your tutor, or ask for an extension before the deadline.
4. Tell UK Versity promptly if you cannot study for a period, so a break in learning can be discussed.

7.2 Academic integrity and use of AI

1. Everything you submit will be your own work, with all sources acknowledged and referenced.
2. You will use AI tools only in the ways your tutor and UKV-QA-19 allow, and you will declare any AI use.
3. You understand that all work is checked with plagiarism and AI detection software, that a high score leads to a review of your work (which may include a discussion with your tutor about how you produced it), and that a score alone is never treated as proof of malpractice.
4. You will sign an authenticity declaration with each submission.
5. You understand that malpractice can lead to your work not being accepted, withdrawal from your course, and the awarding organisation being informed (UKV-QA-20).

7.3 Conduct

You will treat staff and other learners with courtesy and respect in live sessions, on Moodle, by email, on the telephone and on social media. The following are examples of unacceptable conduct:

- abusive, threatening, discriminatory or harassing language or behaviour, including online and cyberbullying;
- disrupting live sessions or sharing session links or recordings without permission;
- sharing your login, or letting anyone else complete your work;
- copying, sharing or selling UK Versity learning materials;
- submitting false documents or information.

Serious misconduct, such as threats, harassment, fraud, or sharing offensive or illegal material, may lead to immediate suspension of access while the matter is investigated, and to withdrawal from your course. You will always be told the concern and given the chance to respond, except where there is a safeguarding risk.

7.4 Information and identity

1. You have given UK Versity genuine photographic ID and accurate information, including any previous qualifications.
2. You will tell UK Versity about any change to your name, address, email or telephone number.
3. You meet the digital requirements for the course (a suitable device, a reliable internet connection and basic IT skills).

7.5 Additional needs and support

Tell us about any additional needs. If you have a disability, a learning difference such as dyslexia, ADHD or autism, a mental health condition, a sensory or physical impairment or a long-term health

condition, please tell us in Part G or at any time. You do not need a diagnosis. We will hold a support conversation with you and agree a Learning Support Plan. Support is free.

What we can and cannot provide. UK Versity is a fully online college. We provide accessible materials, recorded sessions, flexible deadlines, extra online tutorials, draft reviews and, where the awarding organisation allows, exam access arrangements and alternative ways of showing your learning. We cannot provide diagnostic assessments, specialist one-to-one teaching, in-person support workers, counselling or personal equipment, and we cannot change what your qualification assesses. Full details are in UKV-QA-32.

1. You agree to tell UK Versity about any need you want support with, as early as you can, so that support is in place before it is needed. You do not have to disclose, but UK Versity can only plan support for needs it knows about.
2. You agree to take part in the support conversation and in reviews of your Learning Support Plan, and to tell UK Versity if the agreed support is not working.
3. You understand that some adjustments to assessment, including exam access arrangements, need evidence or awarding organisation approval and must be requested within the notice periods in UKV-QA-18.
4. If you told UK Versity about a need before enrolling and UK Versity later confirms in writing that it cannot provide the support it said it expected to provide, you can leave your course with a full refund (UKV-QA-08 section 9).

8. Part E: Your data

UK Versity processes your personal data to deliver your course, register you with your awarding organisation, assess your work, claim your certificate, provide support, and meet legal and regulatory duties (including external quality assurance by your awarding organisation and inspection by the British Accreditation Council). If you tell UK Versity about an additional need, that information is used only to provide support and adjustments and is shared only with the staff named in your Learning Support Plan, with your agreement, unless the law or safeguarding requires otherwise. Full details, your rights and how to complain are in UKV-QA-29 Data Protection and Records Retention Policy and UK Versity's privacy notice on the website.

9. Part F: Policies you have been given

You confirm you have been given access to, and know where to find on the UK Versity website and Moodle: UKV-QA-08 Fees, Payment, Cancellation and Refund Policy; UKV-QA-09 Learner Terms and Conditions; UKV-QA-12 Attendance and Engagement Policy; UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy; UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy; UKV-QA-23 Appeals Policy and Procedure; UKV-QA-24 Complaints Policy and Procedure; UKV-QA-25 Safeguarding and Prevent Policy; UKV-QA-29 Data Protection and Records Retention Policy; and UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy.

10. Part G: Your choices (tick one start option, and the support options that apply)

Choice	Tick
Option 1: Standard start. I want my full course access to begin on day 15, after my 14-day cancellation period ends. If I cancel within 14 days I will receive a full refund.	☐

Choice	Tick
Option 2: Immediate start. I expressly request that UK Versity starts providing my course now, before my 14-day cancellation period ends. I acknowledge that if I cancel within the 14 days I will pay a proportionate amount for the course provided up to the day I cancel, and that I would lose my right to cancel if the course were fully provided within the 14 days.	☐
Optional: Early registration. (Only with Option 2.) I ask UK Versity to register me with my awarding organisation before my 14-day cancellation period ends, because I need early registration for the following reason: exam booking, UCAS or Access to HE deadline, or employer deadline (state which in the enrolment record). I understand that if I cancel within 14 days the awarding organisation registration fee will also be deducted if it cannot be recovered.	☐
Support: I have an additional need. I have a disability, learning difference, mental health condition, sensory or physical impairment or health condition that may affect my studies, and I would like a support conversation. (Optional. You can also tell us later.)	☐
Support: consent to share. I agree that information about my needs can be shared with the staff named in my Learning Support Plan (my tutor, assessor, Course Coordinator and, for exams, the Examinations Officer) so that they can provide the agreed support.	☐
Support: prefer not to say. I do not wish to disclose an additional need at this time. I understand I can do so at any point.	☐

11. Part H: Declarations and signatures

By signing, you confirm that:

- you have read and understood this agreement, including Part B on cancellation, refunds and registration;
- the information you have given is true and complete;
- you have read the statement on additional needs and support in Part D section 7.5; and
- you agree to UKV-QA-09 Learner Terms and Conditions and UKV-QA-08 Fees, Payment, Cancellation and Refund Policy.

Signatory	Name	Signature	Date
Learner	As in Part A	Learner signs electronically or on paper at enrolment	Date of signing
Parent or guardian (learners under 18 only; also signs the fees agreement)	Name of parent or guardian	Parent or guardian signs at enrolment	Date of signing
For UK Versity	Amrita Kaur, Registrar (or the Principal, Ramanjeet Singh, in her absence)	Countersigned on the enrolment record	Date countersigned

12. Roles and responsibilities

Role	Responsibility
Registrar	Owns this agreement; pre-fills Part A; checks it is signed and the start option recorded before access is given; countersigns; emails the learner a PDF copy; records any early registration request
Course Coordinator	Sets Moodle access to match the start option
Student Administrator and Welfare Officer	Receives any support request ticked in Part G within 2 working days and arranges the support conversation under UKV-QA-32
Financial Controller	Applies Part B when a learner cancels
Tutors	Remind learners of Part D at induction and when concerns arise
Quality Manager	Audits a sample of signed agreements each term and checks consistency with UKV-QA-08 and UKV-QA-09
Principal	Approves this agreement; decides on serious misconduct cases

13. Related policies and legislation

- UKV-QA-05 Recruitment and Admission Policy
- UKV-QA-07 Registration and Certification Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-09 Learner Terms and Conditions (Contract of Study)
- UKV-QA-12 Attendance and Engagement Policy
- UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy
- UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy
- UKV-QA-20 Malpractice and Maladministration Policy and Procedure
- UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy
- UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy
- UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (regulation 36: express request and acknowledgement)
- Consumer Rights Act 2015

14. Monitoring and review

The Registrar checks that no learner is given full course access without a signed agreement and a recorded start option. The Quality Manager audits at least 10 signed agreements each term and reports the results, with cancellation data from the Financial Controller, to the Academic Board. This agreement is reviewed annually and whenever UKV-QA-08 or UKV-QA-09 changes. Signed agreements are kept for 6 years after the contract ends.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026

Stage	Name and role	Date
Checked by (policy owner)	Registrar	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027