MANCHESTER 1824
The University of Manchester

TERMS & CONDITIONS
General English Language and Skills
For Bookings from October 2026

When applying for our General English Language and Skills course, this agreement sets out the terms and conditions between the University Centre for Academic English (hereafter referred to as UCAE) and you (the student) on continuing professional development courses commencing in the 2026-2027 academic year.

It is very important that you review these terms and conditions, and the documents detailed within them, carefully before submitting an application to the University.

"Course" is used to refer to a student's period of study and may be made up of several terms.
"Term" refers to the four terms that UCAE English language courses operate around. See Dates & Fees for details.
"Working days" is used to refer to the university working week of Monday to Friday and excludes public holidays in the UK.

1. Application Process

1.1 Deadlines for applications apply. See Dates & Fees for details. Applications received after 5pm GMT on the deadline date will not be considered.

1.2 Offer letters can only be issued on receipt of the non-refundable course deposit/certified letter of sponsorship guaranteeing payment for an English language course for the period indicated on the application form.

1.3 You must be 18 years old or over at the start of your English language course.

2. Visas and Immigration

2.1 In the event you do not start the course on your given start date or should you leave your course early, UCAE must inform the UK Visas and Immigration Department (UKVI). In these cases, your immigration permission could be affected.

2.2 You must apply for a Standard Visitor Visa for Study or a Short Term Study Visa (for over 6 months of study) to study on this course If you are already in the UK with Standard Visitor Visa for Study or a Dependant visa, you must have full Immigration permission to cover the length of the course at the UCAE.

3. Fees and Payment

3.1 A course deposit equal to 4 weeks course fee is required to secure admission. The balance of the tuition fee for the first term of study must be paid in full at least 20 working days before the published course start date. For subsequent terms, the balance of the tuition fee for the full term of study must also be paid in full at least 20 working days before the published course start date.

3.2 If you are sponsored, a certified letter of sponsorship for the **full period booked** must be provided at least 20 working days before the published start date of the course. Places for the period booked can only be guaranteed if UCAE is in receipt of a certified letter of sponsorship in advance.

3.3 If you are sponsored, you must also provide a copy of your Financial Guarantee no later than 5 working days after each term start date. Failure to provide the Financial Guarantee within the first 5 days of term will result in you being responsible for the full term payment. Failure to provide a Financial Guarantee or provide payment within the deadline may result in exclusion from the course and may result in your visa being cancelled.

3.4 All bank charges incurred in the payment of fees by bank transfer must be paid in full by the transferees.

4. Cancellation and Withdrawals

4.1 Fees for a course, or part of a course, less the course deposit, can only be refunded if cancellation in writing is received at least 20 working days before the published start date of the course.

4.2 The course deposit will only be refunded, less an administration fee of £250, within 20 working days of the course start date in exceptional circumstances e.g. a medical condition that the UCAE has not previously been notified of, and upon receipt of documentary evidence. **The administration fee is not refundable under any circumstances.**

4.3 A full refund of all course fees will be made if your visa is refused, provided you supply official evidence. However, refunds are **not** permitted if the refusal is due to the submission of fraudulent documentation or misleading information.

4.4 If you wish to extend or reduce your course after you have commenced your studies, you should note that the above booking conditions still apply for the entire term of study. Fees will not be refunded if you arrive later or leave earlier than the course of study.

5. Changes to your Course of Study

5.1 Information set out on the university website is accurate at the date of publication. However, changes to courses, modules, and university accommodation and services may be necessary, for example, to meet the requirements of an accrediting body or in response to a global situation such as a pandemic.

5.2 UCAE will use all reasonable endeavours to deliver the course in accordance with published course details and the course handbook. It may however be necessary to make changes to or cancel programmes, including after you have accepted an offer, in certain circumstances. Please refer to paragraph 5.1 of the university's Student Terms and Conditions Policy for further information. UCAE will make every effort to provide you with early notification to minimise any potential impact. UCAE where possible will seek to suggest suitable alternative arrangements, such as an alternative course of study or institution. UCAE will consider reimbursement of tuition fees where we consider it fair to do so.

5.3 Should you expect to arrive later than the start date indicated on your offer letter, you must provide notice in writing at least 10 working days before the course specified start date. UCAE reserves the right to refuse entry onto the course should you not arrive on the specified course start date. Fees will not be refunded if you arrive later than the start date indicated on your offer letter. Attendance on the course will also be affected as stated in point 7.5 of the booking conditions.

5.4 Students will be placed in classes according to their current level of English. UCAE reserves the right to make changes to classes including classroom location, teaching staff and number of students per class during a term if necessary.

5.5 In the event you do not arrive at the day/time specified on the course joining instructions, you may not be permitted to start the course.

6. Leave of Absence

6.1 Should you need to reduce your study period within a term, you must notify the UCAE Welfare Team in advance and complete a leave of absence request form at least 20 working days before the required leave date. Completing a leave of absence form does not guarantee leave being authorised/approved.

6.2 In the event you need to take a leave of absence due to unforeseen circumstances, documentary evidence must be provided to support your request, which will be authorised at the discretion of UCAE Leadership Team.

6.3 In the event that a leave of absence is agreed with UCAE, tuition fees for the term of study from which you will be absent will not be refunded. Tuition fees for any subsequent term of study will only be refunded if the conditions outlined in 4.1 are met.

7. Progression and Conduct

7.1 You may be asked to undertake a placement test on (or prior to) arrival and if you are not able to demonstrate the level of English shown in the documents supplied to secure admission, you will not be permitted to join the course. Should you demonstrate a level significantly higher or lower than the evidence used for admission, you may not be permitted to join the course. The UCAE does not accept any liability for costs incurred by the student as a result of being refused entry on these grounds.

7.2 Assessments take place in weeks 5 and 10 of each term. You will receive an individual course report and certificate of attendance at the end of each term of study via email. Financial sponsors/overseas universities will also be sent a copy.

7.3 The UCAE has a policy of an absolute minimum of 90% attendance. Should you fall below this attendance level, the UCAE Director will consider whether you can continue to study.

7.4 The University of Manchester expects all interaction between applicants, representatives of applicants, students and staff to be conducted with courtesy and respect. Further information can be found in our Conduct and Discipline of Students Policy (Regulation XVII). You must be aware of the university policy concerning fraud, omission and plagiarism, as outlined in our Student Recruitment, Selection and Admissions Policy

8. Accommodation

8.1 Details on the accommodation available can be found on the General English Language and Skills web pages.

9. Applicants with a Disability

9.1 We are committed to providing equality of opportunity through the best possible level of support to prospective and current disabled students. If you have a disability or medical condition, or you require additional support, we encourage you to disclose it in your application form. This information will enable us to contact you to identify what adjustments can be made and what support you require once you arrive.

9.2 Practical support and advice for current students and applicants is available from the Disability Advisory and Support Service (DASS). If you have a disability or medical condition, we strongly advise that you contact DASS at the earliest available opportunity in the application process: dass@manchester.ac.uk.

10. Criminal Convictions

10.1You are asked whether you have any 'relevant and unspent' convictions as part of your application. If you indicate 'yes' the university will contact you for further information. Applications should always first be assessed against the standard entry criteria and the assessment must not take into account any reference to the declared criminal conviction.

11. Insurance

11.1You should arrange your own insurance to cover medical treatment, personal risks, damage to and loss/theft of personal property. Full details on Healthcare available in the UK and charges can be found on the University of Manchester website (UCAE is unable to arrange insurance cover).

12. Data Protection

12.1 The university holds and processes your personal data for the purposes of the application and registration process and in relation to your academic progress.

12.2Our Prospective Students, Applicants and Offer Holders Privacy Notice explains how we collect, maintain and use your personal data, throughout your time as a student.

13. Complaints

13.1 The University's Applicant Appeals and Complaints Procedure has been established to safeguard the interests of prospective students. You are advised to raise concerns firstly with the UCAE Admissions Team and to request feedback on your application.

14. General Matters

14.1 For all general policy, procedures and guidance please refer to our Student Terms and Conditions Policy and our Student Recruitment, Selection and Admissions Policy. Acceptance of these terms and conditions is indicated by submitting an application.