

University Wide Language Programme (non-credit internals: members of staff and fee-paying students) Terms & Conditions

In these terms and conditions, the following expressions have the following meanings:

UWLP	The non-credit bearing option of the University Wide Language Programme
Programme	The entire product catalogue offering within the University Wide Language Programme
Booking	The online process to book onto the programme
Group	A class defined by the language, stage and day/time of the session
Stage	“Each programme is taught at four different levels called ‘Stages’. Stages are allocated based on previous experience and/or qualifications in the language
Language	Each programme is described by the language in which the practical skills are taught at different levels
Participant	Refers to the learner participating in the Programme. Only staff and students at the University of Salford are eligible participants
Class	Refers to the session each week to deliver the course
Fees	The fees which are payable to us under these Terms
Salford Languages	Salford Languages is the University of Salford’s English Language and Modern Foreign Languages teaching Centre
Terms	These terms and conditions
Working day	Monday to Friday excluding bank and public holidays in England
Enrolment	Once your booking and programme has been confirmed, you will then be enrolled giving you access to the Virtual Learning Environment (VLE) and receiving your associate ID card
Entry Requirements	Experience and qualifications required to ensure you have the right skills and knowledge to successfully complete the programme
Alumni	A graduate of University of Salford
Non-Credit student	A registered student taking UWLP separate from their degree programme
Credit student	A registered student taking UWLP as a credit module
Member of public	An individual who is not affiliated with University of Salford in any context

Booking onto UWLP

1. Bookings for UWLP programmes must be made online by submission of an online booking form via the Salford Languages website.
2. Payment **must be received within one week of the programme starting to remain eligible to attend classes.** One week of the programme starting is defined as the end of the first week of classes, following one week of induction/taster.
3. Each booking is subject to availability and is only binding if we send you confirmation by email that your booking is accepted.
4. All staff and students at the University of Salford can participate in the programme providing they have agreement with their Line Manager / Personal Tutor that participation in the programme will not negatively impact on their work, academic performance or other University commitments.

Course Availability

5. If your preferred language programme cannot run due to insufficient uptake, you may be enrolled on your second language course choice and informed via email.
6. If you have not made a second language choice Salford Languages will ask you to reconsider or keep your application on hold for the following academic year.

Statutory right to cancel and refunds

7. You have a statutory right to cancel the booking of a UWLP course within 14 days starting on the day after we send you a booking confirmation ('cancellation period').
8. To cancel your booking, please send a clear statement by email to uwlp@salford.ac.uk stating your name. We advise that you also contact us to confirm receipt of your cancellation by phoning 0161 295 5990. Cancellation is only confirmed once a cancellation email has been sent to you.
9. Cancellation after the statutory cancellation period will incur a £25.00 charge to cover our administration costs.

10. Within 14 days after the day on which we receive notice of your decision to cancel the programme we will refund (in full or pro-rata) any fees you have paid. If you cancel before the programme starts, we will give you a full refund. If you cancel during the programme, we will only refund the difference between the full fee and the amount we calculate to reflect the proportion of the programme which has taken place (minus a £25.00 admin charge); non-attendance at any class will not alter this proportion.

Cancellation / Transfers of all Courses

11. You may transfer to any other language programme up to the **end of the second week** of teaching, providing you meet the entry requirements.

12. Exceptionally, the transfer from one language to another may be authorised on academic grounds and depending on what experience participants already have of learning the language; up to the **end of the fourth week of teaching**. Authorisation must be given by the Head of UWLP.

13. In all cases you may transfer only if the following conditions are satisfied:

- (a) you pay the fee by the original due date for payment
- (b) you provide us notice of your request in writing.

14. Transfers between languages will only be permitted on **one occasion**. If you request a transfer you must settle the original fee within the agreed due date before we will transfer your booking. Once you have transferred, you cannot transfer again.

15. We may withdraw you from the programme if you fail to pay the fees in whole or in part; or you do anything unlawful, malicious or discriminatory or which causes nuisance, offence or annoyance to us, any participant or any other person or which damages the reputation of Salford Languages and/or the University of Salford. No refund of fees is payable where you are withdrawn on such grounds.

16. We reserve the right, without incurring any liability to you, to alter any or all of the content, lecturers, timing and venue for the programme for any reason beyond our control. We may occasionally also advise participants to change stages to match their language learning level.

17. We may cancel, suspend or terminate the programme if any circumstances beyond our control prevent or delay its delivery (including but not limited to staff shortage) or if participant numbers fall below a sustainable/viable level. Apart from the return of the fees you have paid for the programme where we terminate the programme, we will not have any liability to you for any loss or damage you may suffer or incur as a result of the cancellation, suspension or termination of

the programme, including but not limited to any increased costs or expenses or any loss of profit, business, or contracts, or any special, indirect or consequential loss or damage.

Payment

18. Full Payment

Must be received within one week of the programme starting to remain eligible to attend classes. One week of the programme starting is defined as the end of the first week of classes.

19. Payment by deduction from salary (Members of Staff ONLY)

All members of staff can sign up to have a monthly deduction from their salary. Please email uwlp@salford.ac.uk for further information regarding this payment option and to express interest.

Should you withdraw from UWLP at any point, cancellation of expected deductions can only be made through Salford Languages. Please email uwlp@salford.ac.uk or phone 0161 295 5990 to ensure this cancellation is made.

If you leave your employment with the University of Salford before the UWLP fee has been fully repaid, any outstanding balance will be deducted from your final salary. However, if the balance of the outstanding loan exceeds your final net pay, you will be required to repay the total outstanding balance before your last date of employment.

Withdrawal from UWLP

20. **After one month (four teaching weeks)**, If you do not make your full payment or create and make payments according to your payment plan, you will be withdrawn from your programme.

Access to VLE (Virtual Learning Environment)

21. For the duration of your programme, you will have access to the UWLP Blackboard Site which provides electronic resources, materials and weekly communication from UWLP staff.

General conditions

22. All intellectual property used or created by or for Salford Languages in the design and delivery of the programme (including but not limited to methods, techniques and processes) and in programme materials are the property of Salford Languages, and you undertake and warrant that you shall not copy or reproduce the whole or any part of it other than for your own study purposes, nor transfer the whole or any part of it to any person.
23. By booking on the programme, you are deemed to agree these terms. These terms constitute the whole agreement between you and Salford Languages regarding the programme and all other terms are excluded. You have not been induced to make a booking by any statement which is not set out in the booking form, these terms or elsewhere on our website. The booking will be governed by English law and all disputes relating to the booking will be referred exclusively to the English courts.
24. Notices from you under these terms must be given in writing by email or post (contact details are accessible on our [website](#)). If any term is held to be invalid in whole or in part, then that will not affect the validity of the remaining part of such term or any of the other terms. No variation to these terms will be effective unless agreed in writing by Salford Languages. In these terms words in the plural include the singular and vice versa.
25. Views and opinions expressed by tutors during the programme are the views and opinions of those tutors only and do not represent the views and opinions of the University of Salford and we will not be liable for any loss or damage arising out of such views and opinions.

Complaints

26. We take all complaints seriously and in the event of wanting to place a complaint, please contact the Head of UWLP or email uwlp@salford.ac.uk. For the purposes of managing concerns and complaints UWLP follows the University's [Student Complaints Procedure](#).