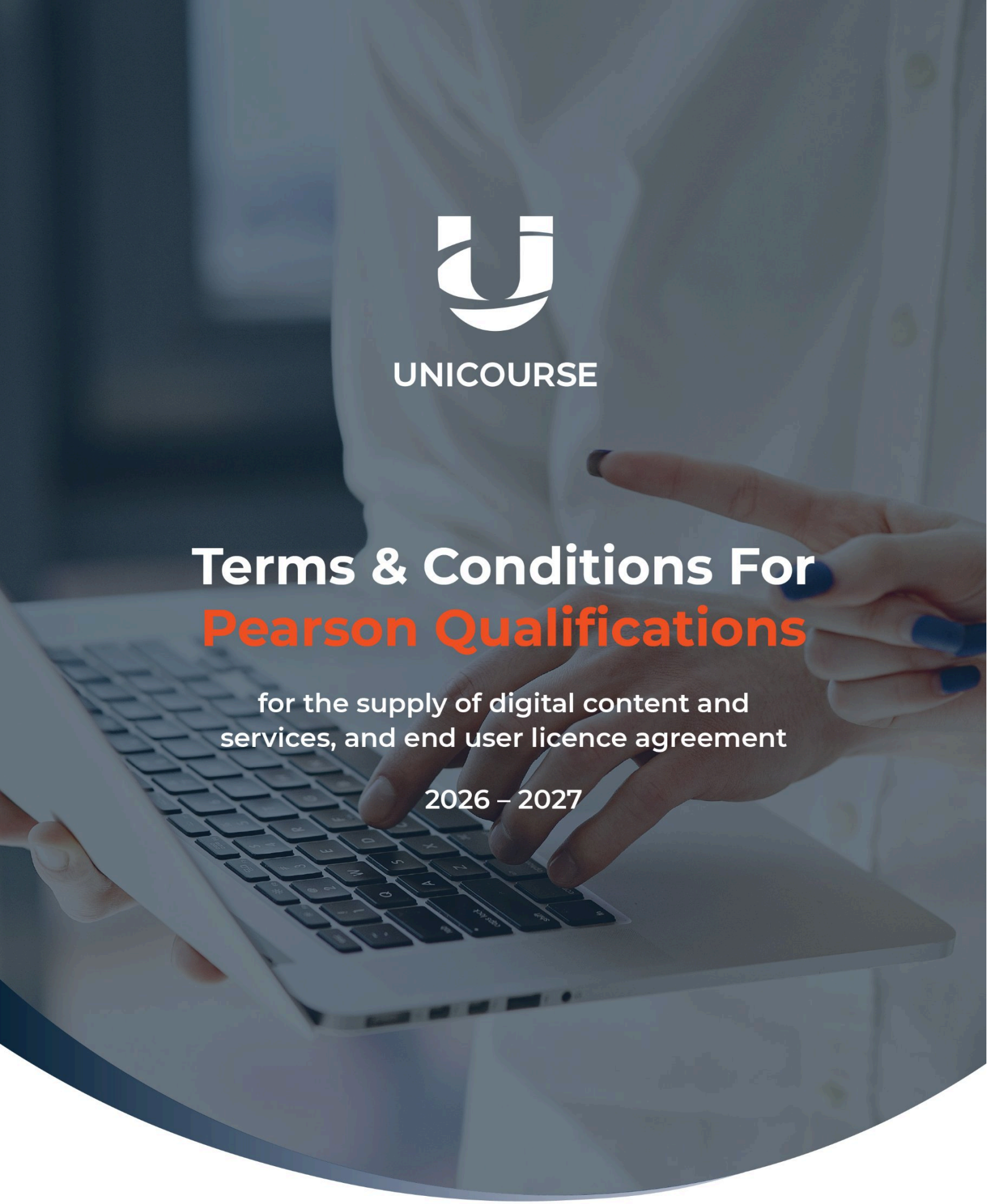


UNICOURSE

Terms & Conditions For Pearson Qualifications

for the supply of digital content and services, and end user licence agreement

2026 – 2027

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Terms and Conditions

for the supply of digital content and services, and end user licence agreement

These terms and conditions apply to the provision of all digital content and services as part of distance learning packages ordered from UniCourse Ltd via our website (www.unicourse.org) except for the Level 3 Foundation Diploma, which has separate terms and conditions viewable here: [INSERT LINK].

Please read the following important terms and conditions before you buy any digital content and/or services from us in order to ensure you understand them, and you are happy to purchase digital content and/or services in accordance with them. These terms and conditions were updated and implemented on [INSERT DATE] 2026, and they apply to all contracts entered into after that date. Should you require any earlier version(s) then please submit a helpdesk form.

Your contract with us has been entered into online, and so it is classed as a distance or off-premises contract. Within these terms and conditions, we set out key information relating to such contracts in accordance with Schedule 2 of The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Summary of some of your key rights

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that you have a 14 day right to change your mind and get a full refund on any digital content or services you order from us. We offer a cancellation period of 21 days, which is in excess of your statutory right. ***You do not have this right to cancel once you have accessed or utilised any aspect of the digital content or services ordered, provided you have been informed of such and you have acknowledged it. Any order you place (which accepts these terms and conditions) constitutes your acknowledgment.***

The Consumer Rights Act 2015 says digital content and services must be as described, fit for purpose and of satisfactory quality. If they are faulty, you are entitled to a repair or a replacement.

If the fault cannot be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.

This is a summary of some of your key rights. For detailed information from Citizens Advice, please visit www.citizensadvice.org.uk or call 0808 223 1133.

The information in this summary box summarises some of your key rights. It is not intended to replace the contract below, which you should read carefully.

IMPORTANT INFORMATION ON MINIMUM REQUIREMENTS, DOWNLOADING COSTS AND 'BILL SHOCK'

When you order your digital content or services, it will either be streamed or downloaded using your computer or device. Before initiating any streaming or downloading, please carefully check: (i) your computer or device meets the minimum hardware and software requirements noted; and (ii) the file size. Using too much data might mean that you exceed your data limit, and you could face paying more than you were expecting. Please raise any queries in respect of the same via support@unicourse.org. Data usage is entirely your own responsibility and is not our responsibility.

This contract sets out:

- your legal rights and responsibilities;
- our legal rights and responsibilities; and
- certain key information required by law.

In this contract:

'we', 'us' or 'our' means UniCourse Ltd; and

'you' or 'your' means the person named within the enrolment form, which is completed as part of the ordering process.

If you have any questions about this contract or any purchases you have made, please contact us by:

- sending an email to support@unicourse.org; or
- calling us on 0151 236 1982 (our telephone lines are normally open Monday to Friday: 8 am to 6 pm).

Who are we?

We are UniCourse Ltd, trading as UniCourse via www.unicourse.org, a company registered in England and Wales under company number: 08953801.

Our registered office is at: 1 Old Hall Street, Liverpool, Merseyside, L3 9HG.

Our Pearson BTEC centre number is: 05456.

Our OTHM centre number is: DC2305779

1 Introduction

1.1 We supply digital content and associated support services as part of distance learning packages, details of which are available via our website **www.unicourse.org**.

1.2 If you buy digital content and services from us, you agree to be legally bound by these terms and conditions, and you agree to comply with all the rules, policies and procedures set out in Schedule 1 of these terms and conditions.

1.3 Our contract is solely with the person named within the enrolment form, which is completed as part of the ordering process. Should any third party submit an order and/or make payment for digital content on your behalf, then they do so strictly on your behalf, and they acknowledge and accept that: (i) you are the sole party contracting with us; (ii) they are not a party to this contract, nor do they have any rights under this contract; and (iii) they shall have no recourse against us for reimbursement of the sums paid to us on your behalf, and they explicitly agree they shall only have recourse against you direct.

1.4 In some cases, we accept orders as agents on behalf of third-party sellers, and we may provide links on our website **www.unicourse.org** to third parties. In such scenarios:

1.4.1 the resulting legal contract is between you and that third-party seller only and is subject to the terms and conditions of that third-party seller, which they will provide you with directly and will include confirmation of their geographical address. You should carefully review the terms and conditions applying to such a transaction;

1.4.2 we make no commitment, warranty or representation in respect of, and shall bear no responsibility for, the quality of the goods and/or services provided by such third parties; and

1.4.3 you agree that all recourse you may have in respect of such contracts shall be against the third party only, and not us.

1.5 This contract is only available in English. No other languages will apply to this contract. You should print a copy of these terms and conditions for future reference.

1.6 When buying any digital content and/or services on our website, in addition to these terms and conditions you also agree to be legally bound by:

1.6.1 extra terms which may add to, or replace some of, this contract. This may happen for security, legal, regulatory or compliance reasons. We will contact you to let you know if we intend to do this by giving you one month's notice. You can end this contract at any time by giving one month's notice if we tell you extra terms apply;

1.6.2 specific terms which are set out during the online purchase process; and

1.6.3 Any and all rules, regulations and/or policies of any exam board, governing or awarding body, and/or regulator which apply to your learning package(s).

All of the above documents form part of this contract as though set out in full here. In the event of any inconsistency or conflict between the above documents, these terms and conditions shall have priority.

1.7 You explicitly acknowledge, agree and consent to our learning packages (including all digital content, briefs, and academic content) being updated periodically in line with awarding body standards, for which:

1.7.1 new assignment briefs will be issued at the start of each academic year (September); and

1.7.2 assignments will only be valid for the academic year in which they are issued.

2 Information we give you

2.1 Before a legally binding contract between you and us is made we are required to give you key information relating to distance and off-premises contracts as per Schedule 2 of The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, which can be viewed here:– **https://www.legislation.gov.uk/uksi/2013/3134/schedule/2**. The key information referred to is set out within these terms and conditions, which you must acknowledge you have read and understood, and which you must accept, as part of our order process before the contract is formed.

2.2 Should there be any aspect of the key information you believe is missing, or needs clarifying, then we would urge you to raise query in respect of the same via the contact details noted at the top of these terms and conditions before submitting your order.

3 Your privacy, personal information and data

3.1 Our **Privacy Policy** is available at **www.unicourse.org/privacy-policy**.

3.2 Your privacy and personal information are important to us. Any personal information or data that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

3.3 You acknowledge and agree to your personal data being: (i) processed by (and/or on behalf of) us in connection with this contract, including your name, address and payment details, which may be disclosed to the relevant examination board(s), the Skills Funding Agency, and credit reference agencies; and (ii) dealt with in accordance with clause 19, where applicable. All such purposes are necessary for the performance of this contract.

3.4 You agree to the following Privacy Notice produced by the Skills Funding Agency: *"The information you supply will be used by the Skills Funding Agency, an Executive Agency of the Department for Business, Innovation and Skills, to issue you with a Unique Learner Number (ULN), and to create your Personal Learning Record. For more information about how your information is processed and shared refer to the Extended Privacy Notice available on Gov.UK"*.

3.5 Should any queries arise in respect of our use of your personal information and data, they can be raised via **support@unicourse.org**.

4 Ordering digital content and services from us

4.1 Below, we set out how a legally binding contract between you and us is made.

4.2 You can seek to place an order through submitting an application form via **www.unicourse.org**. Please read and check your application form carefully before submitting it, including all noted timescales or deadlines for courses to be completed and any of your digital content and/or services being delivered or accessible in instalments, or in a phased or stepped manner. In submitting an application form you are seeking to place an order, and you warrant and represent that you are over 18 years of age and that you are legally capable of entering into a contract.

4.3 Before submitting an application form, you must check that the hardware and software requirements of your computer or device are sufficient to be able to stream or download the digital content. Any queries in respect of the same can be raised via **enquiries@unicourse.org**. You hereby acknowledge and accept that any failure to raise such query ahead of you submitting an application form, and potentially placing an order, or ahead of you streaming or downloading digital content, is entirely at your risk, and we shall not be responsible for any consequences of that failure.

4.4 When you submit an application form, it will be at our discretion whether to accept such and invite you to enrol onto a course, or to decline such and refuse enrolment. Our decision will be confirmed within an acknowledgement email which will request that you make payment in accordance with clause 8. After payment has been received, you will then be asked to complete an enrolment form.

4.5 Upon payment being received and the enrolment form being fully completed and signed by you, and it being countersigned by us, your order will be formally accepted, and you shall then be set up as an end-user to access your digital content and services as agreed.

4.6 We may contact you to say that we do not accept your order at any point until all of the steps noted within clauses 4.4 and 4.5 have been completed in full. Any decision not to accept an order will be entirely at our discretion, and we will not be obliged to provide any reasoning for that decision, but often it is typically for the following reasons:

4.6.1 the digital content and/or services are unavailable;

4.6.2 we cannot authorise your payment;

4.6.3 you are not allowed to buy the digital content and/or services from us;

4.6.4 we are not allowed to sell the digital content and/or services to you;

4.6.5 there has been a mistake on the pricing or description of the digital content and/or services; or

4.6.6 as a result of us making a commercial or practical decision.

4.7 We will only accept your order when all steps noted at clauses 4.4 and 4.5 of these terms and conditions have been completed in full. At this point:

4.7.1 a legally binding contract will be in place between you and us; and

4.7.2 the digital content and services will become accessible on the terms agreed.

4.8 If you are under the age of 18 you may not buy any digital content or services from us.

5 Cancellation – Cooling Off Period

5.1 In accordance with (and on more favourable terms than) your statutory rights noted at the top of these terms and conditions, we allow you to cancel your contract within 21 days of making payment to us, without giving reason, provided you have not already accessed any of the digital content or services you have ordered from us. Should you wish to invoke this right to cancel then you must confirm that to us by email only to **accounts@unicourse.org** within the 21 days from the date of payment. Such confirmation cannot be given by any other means.

5.2 When all of the steps noted at clauses 4.4 and 4.5 are completed, you will have access to the digital content and services ordered as agreed. You hereby acknowledge and agree that upon any digital content being streamed or downloaded, or any services being utilised, you shall lose your statutory right to cancel, and you will not be entitled to a refund. If you have already accessed digital content and wish to cancel then we may, at our sole discretion, consider any such request and a partial refund may be issued depending on the value of the services accessed – although we shall be under no obligation to do so.

5.3 This clause does not affect the rights you have if your digital content or services are faulty. A summary of these rights is provided at the top of this page, and further information is noted at clauses 9 and 10.

5.4 Outside of your statutory right to cancel, you may only terminate this contract in accordance with the provisions of clause 11.

6 Intellectual property rights, rules and permissions

6.1 All intellectual property rights in the digital content and services ordered shall be owned by us, and they shall only be accessed and utilised by you strictly in accordance with all of the rules set out in Schedule 1 of these terms and conditions.

6.2 When you buy our digital content or services, and it is streamed, downloaded, accessed, or utilised by you, you will not own it. Instead, we give you permission to use it (also known as a 'licence') for the purpose of you using it according to this contract. Upon termination of this contract, this licence shall automatically terminate.

6.3 The digital content and services:

6.3.1 are personal to you. You can use it wherever you want in the world but only if you comply with local laws;

6.3.2 are non-exclusive to you. We may supply the same or similar digital content and/or services to other users;

6.3.3 may not be:

a. copied by you;

b. changed by you (which means, in particular, that you are not allowed to adapt, reverse-engineer or decompile it, or try to extract the source code from it);

c. combined or merged with, or used in, any other computer program;

d. distributed or sold by you to any third party; or

e. utilised with any form of artificial intelligence for any purpose.

6.3.4 contains information which is owned by us and/or third parties. You must not conceal, change or remove any markings which shows who owns this information, such as copyright (©), registered trade mark (®) or unregistered trademark (™) markings.

6.4 Except where you have permission to use the digital content and/or services under this clause 6, you will not obtain any rights of ownership or other rights (of whatever nature) in the digital content or services, or in any copies or adjusted versions.

7 Accessing our digital content and services

7.1 Once you have placed your order and the confirmation email has been sent to you, you shall be set up as an end-user to access your digital content and services.

7.2 You agree that all rules, policies and procedures set out within Schedule 1 of these terms and conditions shall apply to the digital content and services ordered, and you expressly agree that you shall only access the digital content and services strictly in accordance with them.

7.3 We may deliver your digital content and services in instalments, or in a stepped or phased manner, either to ensure compliance with the relevant examination body/board's requirements, and/or to ensure conformity with best practice for distance learning (e.g. to help prevent courses being completed too quickly and/or with the assistance of artificial intelligence). If you are not clear whether your digital content and/or services may be delivered in this way, please contact us via the details noted at the top of these terms and conditions before you place an order.

7.4 There may be specific timescales or deadlines for courses to be completed, and by which time our digital content and/or services must be accessed. Access to our digital content and/or services will be withdrawn when such timescales or deadlines lapse, and we shall be under no obligation to provide extended access in any circumstances. If you have any queries in respect of the same, please contact us via the details noted at the top of these terms and conditions before you place an order.

7.5 If something happens which is outside of our control and affects your ability to access the digital content and/or services, we will let you know when we expect access to be reinstated.

8 Price and Payment

8.1 The price of our distance learning packages, and our payment terms, are listed on our website **www.unicourse.org**, which shall be updated from time-to-time. Our confirmation email noted in clause 4.4 shall confirm the price and payment terms agreed.

8.2 Unless you cancel the contract in accordance with your statutory rights noted at clause 5, the price of the distance learning packages ordered shall remain payable in full on the terms agreed, regardless of how much you may access it or not, or whether you complete any course(s) ordered, and there shall be no offset or deduction of any payment(s) due to us whatsoever.

8.3 If you enrol onto a course of study and we enter into an agreement to pay fees by instalments then all instalments must be paid in full and on the date(s) indicated on the enrolment form, each consecutive month, until all fees are paid in full. If such fees are not paid as agreed, then we reserve the right to immediately suspend you from your programme of study, and to suspend the supply of all digital content you have ordered. A suspension will involve the removal of login privileges to the virtual learning environment and withdrawal of any support services. When an instalment becomes overdue by a minimum of three calendar months then we reserve the right to withdraw you from a course of study without any reimbursement of fees paid.

8.4 We accept payment via certain debit cards and credit cards, as detailed on our website, via the payment link noted on the acknowledgment email provided to you following submission of your enrolment form. Alternatively, you can make payment via BACS transfer, and an invoice for payment can be requested via **accounts@unicourse.org**. Should you wish to pay by cheque or cash, please request such via **accounts@unicourse.org** and we can process your request.

8.5 We will do all that we reasonably can to ensure that all of the information you give us when paying for the digital content or services is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy (see clause 3) or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.

8.6 All payments by credit card or debit card need to be authorised by the relevant card issuer. We may also need to use extra security steps via the relevant card provider or bank.

8.7 All prices are in pounds sterling (£)(GBP) and VAT is not chargeable in addition.

9 Nature of the digital content and services

9.1 You have certain legal rights in relation to the nature of digital content and services (also known as 'statutory rights'). The digital content that we provide to you must be as described, fit for purpose and of satisfactory quality.

9.2 We are under a legal duty to supply digital content and services that is in conformity with this contract.

9.3 When we supply the digital content and services:

9.3.1 we will use all reasonable efforts to ensure that it is free from defects, viruses and other malicious content;

9.3.2 we do not promise that it is compatible with any third-party software or equipment except where we have said that it is in the guide to its use or on our site; and

9.3.3 you acknowledge that there may be minor errors or bugs in it.

10 Faulty digital content and services

10.1 Your legal rights in relation to faulty digital content and services (also known as 'statutory rights') are set out at the top of this page. They are a summary of some of your key rights. For more detailed information on your rights and what you should expect from us, please:

10.1.1 contact us using the contact details at the top of this page; or

10.1.2 visit the Citizens Advice website www.citizensadvice.org.uk or call 0808 223 1133.

10.2 Nothing in this contract affects your legal rights if the digital content or services are faulty (also known as 'statutory rights'). You may also have other rights in law.

10.3 If your digital content or services are faulty, please contact us using the contact details at the top of this page.

10.4 To avoid faults in the digital content and services, you must:

10.4.1 install any fixes, updates, upgrades, new releases and new versions as soon as reasonably possible after we tell you that they are available to be streamed or downloaded; and

10.4.2 use it only on the recommended third-party software and equipment set out in the guide to its use or on our site.

11 Term, termination, and consequences of termination

11.1 This contract shall automatically terminate upon the completion of the parties' obligations noted under this contract.

11.2 Without prejudice to any other rights or remedies which we have, should you fail to pay any amount falling due under this agreement, and should you remain in default not less than seven days after being notified in writing to remedy such default then we may immediately terminate this contract without liability to you upon giving notice of termination. This right is subject to such notice of termination only being served following the expiry of a default notice served on you in accordance with the Consumer Credit Act 1974, if applicable.

11.3 Either party may terminate this contract at any time if the other party commits a material breach of this contract and (if such breach is remediable) fails to remedy that breach within twenty-one (21) days of that party being notified in writing of the breach.

11.4 Upon termination you shall immediately pay to us all outstanding sums, including, without limitation, all fees, regardless of the stage of your academic progress as at the point of termination.

11.5 Termination of this contract, however arising, shall not affect or prejudice the accrued rights of the parties as at expiry or termination, or the continuation of any provision expressly stated to survive, or implicitly surviving, termination. For the avoidance of doubt, if this contract is ended it will not affect our right to pursue or receive any money which you owe to us under this contract.

12 Limitation on our liability

12.1 Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury), or arising under applicable laws relating to the protection of your personal information, we shall not be liable to you for any liability which exceeds the price paid by you under this contract, and we shall not legally responsible for any:

12.1.1 losses that were not foreseeable to you and us when the contract was formed;

12.1.2 losses that were not caused by any breach on our part;

12.1.3 business losses however so arising (including, but not restricted to, any loss of revenue, profit or goodwill, or any loss arising out of any business interruption);

12.1.4 losses to any third parties or any losses you incur resulting from any claims a third party may seek to bring against you; or

12.1.5 losses to non-consumers.

13 Third party rights

13.1 No one other than a party to this contract has any right to enforce any term of this contract.

13.2 As noted at clause 1.3, should any third party submit an order and/or make payment for digital content on your behalf, then they do so strictly on your behalf, and they acknowledge and accept that: (i) you are the sole party contracting with us; (ii) they are not a party to this contract, nor do they have any rights under this contract; and (iii) they shall have no recourse against us for reimbursement of the sums paid to us on your behalf, and they explicitly agree they shall only have recourse against you direct.

14 Force Majeure

14.1 We shall have no liability to you under this contract if we are prevented from, or are delayed in performing, our obligations under this contract or from carrying on our business by any act, event, omission or accident beyond our reasonable control, including (without limitation) any strike action, lock-out or any industrial dispute, the failure of any utility service or transport network, act of God, war, riot, civil unrest, malicious damages, compliance with any law or governmental order, rule, regulation, direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers, subcontractors or third parties, or any consequences resulting from a health crisis (whether current or potentially impending). We shall have no liability to you under this contract if, in the event a force majeure scenario occurs, we follow the direction or standard of the governing/awarding body relevant to your learning package(s).

15 Variation

15.1 Except as authorised by these terms and conditions, no variation of this contract or these terms and conditions (or any of the documents referred to within them) shall be valid unless it is in writing and signed by (or on behalf of) each of the parties.

15.2 You explicitly agree that any request you may make for a course transfer will be determined at our sole discretion and, should we exercise our discretion, that will be subject to:

15.2.1 availability and compliance with the student centre allowance for the academic year; and

15.2.2 you paying all additional fees which may apply, including, but not restricted to, any awarding body registration charges and any applicable administrative charges.

16 Waiver

16.1 No failure or delay by a party in exercising any right or remedy under this Agreement or by law shall constitute a waiver of that (or any other) right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that (or any other) right or remedy.

17 Severance

17.1 If any provision of this Agreement (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the contract. If any provision or part provision of the contract is deemed deleted under this clause 17.1 then the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the commercial result of the intended original provision.

18 Entire Agreement

18.1 The terms of this contract (as defined by clause 1.6) constitutes the entire agreement between the parties.

18.2 Each party acknowledges that in entering into the contract it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the contract.

19 Assignment

19.1 We may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of our rights and/or obligations under this contract at our sole discretion. We may disclose to any such relevant counterparty any information in its possession that relates to this contract or its subject matter which is necessary to disclose for that purpose.

19.2 You may not assign, transfer, charge, mortgage, subcontract, delegate, declare a trust over or deal in any other manner any or all of your rights and/or obligations under this contract to any third party or agent without our prior written consent.

20 No partnership, joint venture or agency

20.1 Nothing in this contract is intended to, or shall be deemed to, establish any partnership or joint venture of any kind between the parties, nor constitute either party as being the agent of the other, nor authorise either party to make or enter into any commitments for or on behalf of the other party. Neither party shall have any authority to act as agent for, or to bind, the other party in any way.

21 Notices

21.1 Except for the specific notice requirement set out at clause 5.1, all notices to be served in accordance with this agreement shall be in writing and shall be delivered personally, or sent by post, or sent by e-mail to the other party, via the following addresses only:

i. To us by email only to: **accounts@unicourse.org**; and

ii. To you by delivery or post to the last known address or to any e-mail address you have supplied to us, or as stated on your enrolment form.

And in each case, as the same may be, as updated in writing from time-to-time.

21.2 Any notice or other communication sent in accordance with clause 21.1 shall be deemed to have been duly received if delivered personally when left with the permitted individual, or if sent by post at 9.00 am on the second Business Day after posting, or if sent by e-mail 24 hours after the e-mail is sent.

21.3 In proving the service of any notice, it will be sufficient to prove: (i) in the case of personal service, a signed certificate of service confirming the address of service and with whom it was left with; (ii) in the case of a letter, that such letter was properly addressed, stamped and placed in the post; and (iii) in the case of an e-mail, that such an e-mail was sent to the specified e-mail address of the addressee.

22 Disputes, Law and Jurisdiction

22.1 We do not have a formal complaint handling policy but we are committed to trying to resolve any disputes with you quickly and efficiently. If you are unhappy with the digital content you purchased, our service to you or any other matter, please contact us as soon as possible using the contact details noted at the top of these terms and conditions.

22.2 If a dispute cannot be resolved direct, or you are unhappy with the outcome, you may want to use alternative dispute resolution (**ADR**). ADR is a process for resolving disputes between you and us that does not involve going to court.

22.3 The laws of England and Wales apply to this contract, although if you are resident elsewhere you will retain the benefit of any mandatory protections given to you by the laws of that country.

22.4 Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales. This means that you must bring a claim in the courts of England and Wales, regardless of which part of the UK you live.

Schedule 1 – Rules, Policies and Procedures

When ordering digital content and associated services (support and tuition) in line with our terms and conditions above, you hereby agree to comply with all of the following rules, policies and procedures:

1. Age, Identification and Entry Qualifications

You must only place an order if you are over 18 years of age, and you agree to provide us with legitimate and verifiable identification documentation (such as a passport and proof of address), and entry qualifications, at the point of admission. If any documentation is found to be fraudulent or not genuine, this will be reported to the awarding body, and you will not be able to proceed with the course(s).

2. Authenticity and Assessment Standards

All work you submit for assessment must be your own and must be produced in accordance with the requirements of the relevant awarding body. By submitting work for assessment, you confirm that the work provided is authentic, original, and has not been plagiarised, copied, or produced by another individual.

The use of artificial intelligence (AI) is permitted only where it complies with the Artificial Intelligence Assessment Scale (AIAS) and any specific guidance issued by the awarding body or centre. Where AI tools are used, you must ensure that:

- their use aligns with the permitted level defined by the AIAS for the assessment;
- the final submission reflects your own understanding, input, and authorship;
- any AI assistance is appropriately acknowledged where required.

You must comply with all assessment regulations, guidance, and standards set by the awarding body and the centre, including those relating to malpractice, plagiarism, collusion, misuse of AI, and misconduct. Any work found not to meet authenticity requirements, including misuse of AI beyond the permitted AIAS level, may be rejected, referred for investigation, or result in sanctions in line with awarding body or regulatory procedures.

We reserve the right to authenticate your work through assessment records, questioning, additional assessment, including recorded video meetings, plagiarism detection, AI-use review processes, and internal or external quality assurance procedures. All assessment decisions are subject to internal verification and external quality assurance in accordance with awarding body and regulatory requirements.

3. Total Qualification and Contractual Timeframe

All courses are delivered within a defined contractual period, as outlined at enrolment. For Pearson qualifications, courses are contracted for one, two, or three years, and fees cover the duration of the contracted period only. Bridging courses are contracted for a maximum of 12 months.

The HNC qualification requires 1,200 Total Qualification Time (TQT) hours. The HND qualification also requires 1,200 TQT hours. If you choose to study the combined HNCD qualification, the total study requirement is 2,400 TQT hours.

If you are enrolled on a Pearson qualification, you must complete the full Total Qualification Time (TQT) for your programme.

Our courses are delivered through sequential module release, meaning you will not have access to all modules at the start of your programme.

To meet the Total Qualification Time (TQT) requirements, you must spend a minimum of 40 days studying each module. In addition, you must successfully complete the module before the next one can be released. The next module will only be unlocked once both the minimum 40-day study period has been met and the previous module has been completed.

As a result, the overall completion time for your qualification is determined by the sequential release of modules and the minimum study period for each one. Completing assessments early does not allow you to bypass these requirements or gain access to later modules sooner. Certification can only be awarded once all modules have been completed and all assessment and quality assurance requirements have been met.

Exam board reviews are scheduled to commence the month following the end of the contracted timeframe. In cases where you may complete a qualification earlier than you contracted timeframe, this does not guarantee that a review or certification will occur immediately after completion, as academic schedules and assessment reviews are planned in advance based on the contracted timeframe.

You are responsible for ensuring you complete all required learning and assessment activities within the contracted timeframe. You must pay all course fees prior to exam board entry.

If you are unable to complete a qualification within the agreed contract period, you are not automatically entitled to an extension. Extension requests must be submitted no later than one month prior to the end of the contract, they shall be determined at our sole discretion, and they shall be subject to availability, as we must comply with awarding body student number limits.

If you wish to submit a mitigating circumstances request, then you must provide supporting evidence which:

- is issued by an official source; and

- demonstrates a clear timeline in connection to the period of non-study during enrolment.

Any mitigating circumstances requests will be determined at our sole discretion and will be subject to an additional fee.

4. Student Conduct

You must uphold high standards of conduct throughout your contract and whilst engaging in distance learning. You agree to act responsibly, respectfully, and professionally in all communications and interactions with our staff and through the online platforms.

Unacceptable behaviour includes, but is not restricted to:

- abusive, offensive, or discriminatory communication via any medium (including email, video calls, or other online channels);
- plagiarism, cheating, collusion, or any other form of academic misconduct;
- misuse of our resources, systems, or learning platforms;
- breaches of our policies, the awarding body's policies, or wider regulatory policies.

We reserve the right to investigate any alleged breaches of conduct and we may impose appropriate sanctions, including warnings, suspension, or removal from the course, in line with awarding body regulations and UK education standards. Serious breaches may be reported to the awarding body or relevant authorities as required.

You must comply with all centre policies, and awarding body policies, complete work to required standards, and engage responsibly with all learning activities. Continued enrolment is conditional upon adherence to these standards.

5. Communication Standards

To ensure timely and effective support, you must follow our communication procedures, and all enquiries (outside of those explicitly noted within our terms and conditions) must be submitted through the helpdesk form via your centre. This is the primary method of contacting us, and it allows for the efficient tracking and provision of responses.

6. Annual Academic Changes

Please ensure that you regularly review your Course Overview page, as this contains important information regarding the Centre's annual academic cycle.

While the Centre does not impose individual assignment submission deadlines, an annual academic update is undertaken to ensure that our programmes remain aligned with the quality assurance and assessment requirements of the relevant awarding body.

As part of this annual update, existing assignment briefs may be removed from Totara and replaced with the new academic year's assignment briefs. This process ensures that learners are working from the current assessment materials and that UniCourse continues to meet the awarding body's requirements.

Learners are therefore responsible for regularly reviewing the Course Overview page and any centre communications relating to the annual academic update. Where an academic update is scheduled during your period of study, you should ensure that you are aware of any changes that may affect your assessments or programme progression.

Please note: The annual academic deadline is also clearly indicated within each assignment. Once the new academic year begins and the updated assignment briefs are released, the previous assignment briefs become void and invalid for submission.

Learners are not permitted to submit an assignment using a previous academic year's brief once the new briefs have been released. Access and submission permissions are controlled within Totara to ensure that only the current approved assignment briefs are used for assessment.

Any grades previously awarded will remain unchanged. If you were partway through a module during the transition window, any grades already awarded will be retained. However, any assignments that had not yet been submitted must be completed and submitted in accordance with the new assignment brief.

Supporting you throughout the annual academic transition period in September.

Given that the final submission deadline for each academic year is 31st August and the new academic year commences on the first Monday in September, our centres are required to remove the existing modules and upload the full content for the new academic year.

As there is no half-term period during the academic year transition, centre updates will take place during the first one to two weeks of September.

Throughout August, once you have submitted your final assignment, please be proactive and use the transition period to prepare for your next module. We recommend that you:

- Download the relevant unit specification for your current or next module.
- Download any available workbooks, eBooks, and supporting resources.

- Use the transition window to complete any relevant background research and familiarise yourself with the requirements of your next module.
- Taking these steps in advance will help ensure you are well prepared and can make a smooth transition into the new academic year. Use this timeframe to begin building your evidence portfolio, so you are ready to progress as soon as the assignment brief is released.

7. Totara Platform Maintenance

Totara is a third-party platform provider used by UniCourse to host and deliver our learning materials.

There may be occasions when Totara needs to carry out essential platform updates or maintenance. We will provide you with advance notice of any planned maintenance, during which time the platform may be placed into maintenance mode and temporarily unavailable. Updates typically take a few hours.

As advance notice will be provided for planned maintenance, you are expected to be proactive in managing your learning. Please ensure that you download any required learning materials and resources in advance, so that you can continue your studies and work offline while the platform is unavailable.

8. Policies and Procedures

The Centre's Policies and Procedures, a copy of which is attached to these Terms and Conditions, form an integral part of the agreement between the Centre and the contracting party.

By entering into an agreement with the Centre, you acknowledge that you have received, or have been provided with access to, the Centre's Policies and Procedures and confirm that you have read, understood, and agree to comply with all applicable provisions contained therein.

Compliance with the Centre's Terms and Conditions, Policies and Procedures is a condition of the agreement. You agree to conduct yourself and operate in accordance with all requirements, rules, standards, and procedures established by the Centre, as amended or updated from time to time.

Failure to comply with the Centre's Terms and Conditions, Policies and Procedures may constitute a breach of the agreement and may result in such action being taken by the Centre as is permitted under the agreement and applicable policies.