



VERITAS SCHOOL OF BUSINESS & TECHNOLOGY

TERMS AND CONDITIONS

Student contract for higher education provision

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Review cycle	Annual, and earlier following material legal, regulatory, awarding-body or institutional change
Applies to	Prospective and enrolled VSBT higher education students, subject to the scope stated below

Important information for applicants

These Terms and Conditions are intended to form a legally binding contract. Read them, the Offer Letter and the documents listed in Schedule 1 before accepting an offer. Ask VSBT for clarification if anything is unclear. Nothing in this document excludes or restricts rights that cannot lawfully be excluded, including rights under the Consumer Rights Act 2015.

1. Definitions and interpretation

Term	Meaning
Applicant	A person who has applied for, or received an offer for, a VSBT course.
Awarding body	Pearson or another organisation formally approved to award or validate the relevant qualification, as confirmed in the Offer Letter.
Contract	The agreement formed under clause 3, consisting only of these Terms, the accepted Offer Letter and the documents expressly listed in Schedule 1.
Contract date	The date on which VSBT receives the applicant's valid acceptance of the Offer, unless the Offer states a later date.
Course	The programme identified in the Offer Letter and applicable programme specification.
Course fees	Tuition fees and any expressly identified compulsory charges payable for the Course.
Material change	A change reasonably likely to affect a student's decision to accept or continue the Course, including a change to award, material content, mode, location, facilities, duration, timetable pattern, fees or significant support.



Term	Meaning
Minor change	A limited change that does not materially reduce the overall academic, contractual or practical benefit promised to the student.
Student	A person registered and enrolled on a VSBT higher education course.
VSBT / we / us	Veritas School of Business & Technology, company number 16467979, 11 Albion Place, Maidstone, Kent, ME14 5DY.
Working day	A day other than Saturday, Sunday or a public holiday in England.
You / your	The applicant or student entering into the Contract.

2. Provider and regulatory position

2.1 VSBT is a new provider preparing to deliver Pearson Higher National Diploma provision, subject to all required institutional, awarding-body and regulatory approvals. VSBT is preparing an application for registration with the Office for Students. These Terms do not state or imply that registration or approval has already been granted.

2.2 The exact qualification title, awarding body, level, duration, mode, teaching location, start date and approval status applicable to you will be stated in your Offer Letter and programme specification.

3. Formation of the Contract and pre-contract information

3.1 VSBT will provide, before acceptance, the Offer Letter, these Terms and the documents in Schedule 1 in a durable and accessible form. The Contract is formed when VSBT receives your valid acceptance, subject to any stated conditions and your cancellation rights.

3.2 The Offer Letter must state the Course, qualification, awarding body, study mode, duration, start date, expected completion date, teaching location, Course Fees, compulsory additional costs, payment schedule and any material conditions.

3.3 Only the documents listed in Schedule 1 are incorporated into the Contract. General website content, promotional material and policies not listed there do not change the Contract, although VSBT remains responsible for ensuring that information supplied to applicants is clear, accurate and not misleading.

3.4 If incorporated documents conflict, the interpretation that gives effect to applicable law and provides the clearer or more favorable protection to the student will apply, unless a mandatory awarding-body rule lawfully requires otherwise. VSBT will correct the inconsistency promptly and notify affected students.

3.5 VSBT will provide reasonable adjustments and accessible formats on request. Applicants may obtain clarification before accepting by contacting info@vsbt.co.uk.

4. Conditions of admission and enrolment

4.1 Any academic, identity, right-to-study, funding or other condition must be stated clearly in the Offer Letter, with the evidence and deadline required.

4.2 VSBT may withdraw an offer or terminate enrolment where information supplied is materially false, fraudulent or deliberately misleading, but only after notifying you of the concern, giving you a reasonable opportunity to respond, considering relevant evidence and mitigation, and issuing a reasoned decision with any available review route.

4.3 A deposit may be retained only where the Offer Letter and approved Tuition Fee and Refund Policy clearly permit it, the amount is proportionate and lawful, and the relevant circumstances are explained before payment. Statutory cancellation and refund rights are unaffected.



4.4 You must enrol by the stated deadline unless VSBT agrees an extension. Before refusing late enrolment, VSBT will consider the reason, equality and accessibility implications, awarding-body requirements and whether a reasonable alternative is available.

5. Right to cancel

5.1 You may cancel the Contract without giving a reason within 14 calendar days beginning on the day after the Contract date. If VSBT fails to provide legally required cancellation information, the cancellation period may be extended as required by law.

5.2 To cancel, send a clear statement by email to admissions@vsbt.co.uk or by post to Admissions, VSBT, 11 Albion Place, Maidstone, Kent, ME14 5DY. You may use the model form in Schedule 3, but you do not have to do so. Cancellation is effective when sent.

5.3 VSBT will refund sums due without undue delay and normally within 14 days after being informed of cancellation, using the original payment method unless otherwise agreed.

5.4 VSBT will not begin chargeable educational services during the cancellation period unless you expressly request this. If you do so and then cancel, VSBT may deduct only a proportionate amount for services actually supplied before cancellation, where the law permits. No deduction will be made where the required information or express request was not obtained.

6. Course fees, additional costs and payment

6.1 The Offer Letter will state the total Course Fees, the amount attributable to each academic year, the payment schedule, deposit arrangements and every compulsory additional cost known at the Contract date. Schedule 2 must be completed and supplied with the Offer.

6.2 VSBT will not increase the Course Fees stated for the academic year after the Contract is formed. For a multi-year Course, any fee for a later academic year must be clearly stated or calculated by an objective and transparent method disclosed in the Offer Letter. VSBT will not rely on a general right to increase fees for operational convenience.

6.3 If an exceptional legal or regulatory change makes a later-year fee change unavoidable, VSBT will give advance written notice, explain the evidence and calculation, consult affected students, consider individual impact and offer fair remedies. A materially disadvantaged student may reject the change and withdraw without liability for undelivered provision, with any refund and compensation determined under the approved policies and applicable law.

6.4 You remain responsible for fees not paid by a sponsor, employer, Student Loans Company or other third party only where this responsibility was made clear before acceptance. VSBT will give notice of non-payment and a reasonable opportunity to resolve the matter before applying proportionate restrictions.

6.5 VSBT will not withhold an academic award, transcript or verified academic record solely as a debt-collection device where doing so would be unlawful or disproportionate. Any restriction must be permitted by law, clearly disclosed, individually considered and subject to review.

Course fees, additional costs and payment

The annual tuition fee for the Course is £6,185, subject to the precise fee stated in the student's Offer Letter. A £1,185 deposit is payable within 14 calendar days of accepting the offer and will be credited against the total tuition fee.

Unless the Offer Letter states an approved alternative arrangement, the remaining £5,000 will be payable as follows:

- £1,500 before enrolment;
- £1,750 by 15 January 2027; and
- £1,750 by 15 April 2027.



The tuition fee includes registration, scheduled teaching, normal assessment, the first permitted reassessment or resubmission, access to standard learning resources and compulsory activities expressly identified as included.

Any charge not disclosed in the Offer Letter and approved fee schedule before the student accepts the offer will not normally be compulsory. Optional charges will be clearly identified, and participation in an optional paid activity will require the student's agreement.

Student Loans Company

Because VSBT is currently preparing for OfS registration, the document should not imply that students can already access Student Loans Company funding.

Student finance status: VSBT is not currently confirming eligibility for tuition-fee loans or other funding administered by the Student Loans Company. Applicants must not rely on Student Loans Company funding unless VSBT confirms in writing that the relevant course and student are eligible. Until that confirmation is issued, applicants must arrange an approved alternative method of paying their fees.

Sponsorship

VSBT may accept payment from an approved employer or other sponsor where a valid sponsorship letter or purchase order is received before enrolment. Unless VSBT expressly agrees otherwise in writing, the student remains responsible for any fees that the sponsor does not pay. VSBT will notify the student and provide a reasonable opportunity to resolve the matter before applying restrictions.

7. Withdrawal, interruption, refunds and compensation

7.1 If you wish to withdraw or interrupt after the cancellation period, notify the Registry in writing. VSBT will confirm the effective date, academic implications, fee position, available support and any review route.

7.2 Fee liability will be assessed under the approved Tuition Fee and Refund Policy. It will reflect services supplied, contractual commitments, reasonable and evidenced loss, steps VSBT can take to mitigate loss, the reason for withdrawal and applicable law. VSBT will not impose an automatic charge that is disproportionate to its loss or the education supplied.

7.3 No charge will be made for education VSBT has not provided where withdrawal results from VSBT's breach, course closure or an unaccepted material change. Refunds and compensation may include undelivered tuition, other sums paid, and reasonable evidenced additional costs where the approved policy and law provide.

7.4 VSBT will consider serious illness, disability, bereavement, safeguarding concerns, funding failure outside the student's control and other exceptional circumstances fairly and individually, including reasonable adjustments where applicable.

8. Delivery of education and VSBT obligations

8.1 VSBT will provide the Course with reasonable care and skill and in material accordance with the Offer Letter, programme specification and other incorporated information.

8.2 VSBT will provide appropriately qualified staff, teaching, assessment, internal verification, learning resources, facilities, academic guidance, student support and reasonable adjustments appropriate to the Course and promised delivery model, subject to fair changes under clause 9.

8.3 VSBT will apply academic and student procedures fairly, consistently, accessibly and without unlawful discrimination. It will maintain accurate academic records and cooperate with the awarding body and relevant regulators.



9. Course and institutional changes

9.1 Minor changes

VSBT may make a minor change where it has a legitimate academic, legal, regulatory, awarding-body or student-protection reason and the change does not materially reduce the student benefit. VSBT will record the reason, check information accuracy and notify students where the change is relevant to them.

9.2 Material changes

VSBT will not make a material change merely for administrative convenience, cost saving or because a broad discretion appears in another document. Before deciding, VSBT will:

- identify the contractual, academic, legal, regulatory or awarding-body basis for the proposal;
- give affected students clear written information about the reason, timing, options and likely impact;
- consult early enough for student views to influence the decision;
- assess academic, financial, equality, accessibility, travel, employment and caring impacts;
- consider less disruptive alternatives and reasonable adjustments;
- obtain approval under the Scheme of Delegation; and
- retain the decision, consultation, impact assessment and communication record.

Where the change would significantly alter the contracted benefit, VSBT will seek the affected student's express agreement where required. Silence will not be treated as consent where this would be unfair.

9.3 Remedies

A student materially disadvantaged by a change will be offered a fair combination of continued delivery, an equivalent alternative, reasonable adjustments, transfer support, withdrawal without liability for undelivered provision, refund, compensation and complaint or review rights, as appropriate to the circumstances.

9.4 Emergency changes

VSBT may take urgent temporary action where necessary to protect health, safety, security, academic integrity or legal compliance. It will limit the action to what is reasonably necessary, communicate promptly, review it regularly and provide fair alternatives and remedies.

10. Course non-commencement, suspension and closure

10.1 VSBT will not advertise or enrol students on a Course unless the necessary internal, awarding-body, staffing, premises and regulatory conditions for the proposed stage have been satisfied.

10.2 If a Course cannot commence, VSBT will notify affected applicants promptly, explain the reason, refund all sums due, release applicants from further fee liability and offer appropriate individual advice. Any alternative offer requires the applicant's express acceptance.

10.3 If delivery is suspended or a Course closes after enrolment, VSBT will prioritise safe and academically valid continuation or teach-out, subject to awarding-body agreement and adequate resources. The plan will address staffing, assessment, internal verification, facilities, learning resources, support, records, communications and milestones.

10.4 Where teach-out is not feasible, VSBT will provide individual advice, cooperate with Pearson and potential receiving providers, supply verified records and credit information, and offer transfer support. VSBT cannot guarantee that another provider will accept a transfer or offer identical provision.

10.5 Students will receive refunds and may receive compensation in accordance with the approved policies and applicable law, including consideration of reasonable evidenced additional costs. Complaint and review rights remain available.



11. Events outside reasonable control

11.1 An event outside reasonable control does not automatically release VSBT from its responsibilities. VSBT will assess whether it contributed to the event, implement business-continuity and student-protection arrangements, minimise disruption, communicate promptly and provide reasonable accessible alternatives.

11.2 If promised services cannot be supplied within a reasonable period, VSBT will consider fee reduction, refund, compensation, withdrawal and other remedies according to the circumstances and applicable law. Nothing in this clause excludes liability that cannot lawfully be excluded.

12. Student responsibilities

You are expected to:

- engage with teaching, learning, assessment and support and meet published academic requirements;
- attend and participate as required, while notifying VSBT promptly of barriers or support needs;
- submit work by applicable deadlines and comply with academic-integrity requirements;
- treat students, staff, visitors and property with respect and comply with lawful safety and conduct requirements;
- pay properly notified fees and charges when due or contact VSBT promptly if experiencing difficulty;
- keep contact, funding and relevant personal information accurate; and
- read important communications and seek clarification where needed.

A failure will be considered proportionately and in accordance with the relevant approved procedure, including consideration of disability, safeguarding, wellbeing and mitigating circumstances.

13. Suspension, exclusion and termination by VSBT

13.1 VSBT may consider suspension or termination only on a clearly stated ground in an approved procedure, including serious or repeated misconduct, academic failure after applicable opportunities, material non-payment after fair notice, failure to meet lawful engagement requirements, or material fraud in admission.

13.2 Except where urgent temporary action is necessary to manage immediate risk, VSBT will provide written notice of the concern, relevant evidence, a reasonable opportunity to respond, access to support and reasonable adjustments, and an impartial decision with reasons.

13.3 VSBT will use the least severe proportionate measure, consider mitigation and alternatives, and provide an appeal or review route. It will explain consequences for fees, refunds, assessment, records, immigration sponsorship where applicable and awarding-body status.

13.4 Termination will not remove accrued statutory or contractual rights. VSBT will provide verified academic records and any completion documentation to which the student is entitled.

14. Complaints, appeals and external review

14.1 Applicants and students may complain about information, admissions, delivery, changes, fees, refunds, compensation, support or another aspect of higher education under the published Complaint Policy and Process. Raising a concern or complaint will not itself disadvantage the person.

14.2 The procedure will state how to complain, stages, target timescales, support, review arrangements and how VSBT issues a Completion of Procedures Letter.



14.3 Once VSBT is registered and participates in the relevant external scheme, eligible students will be informed of any right to complain to the Office of the Independent Adjudicator for Higher Education and the applicable deadline. Before that point, VSBT will describe only external routes that factually apply.

15. Data protection and information sharing

15.1 VSBT processes personal data for admissions, education, assessment, support, safeguarding, administration, legal and regulatory compliance, quality assurance, funding and related legitimate purposes in accordance with UK data-protection law, its Privacy Notice and Data Protection Policy.

15.2 Information may be shared lawfully with Pearson, the Office for Students, HESA or its successor, the Student Loans Company, sponsors, professional or statutory bodies, public authorities and service providers where necessary and supported by an appropriate lawful basis.

15.3 The Privacy Notice will explain categories of data, purposes, lawful bases, recipients, international transfers, retention, rights and how to contact VSBT and the Information Commissioner's Office.

16. Intellectual property and student work

16.1 You will normally own intellectual property you create independently during the Course. Different arrangements must be identified before the relevant activity where employment, commissioned work, collaboration or third-party rights apply.

16.2 You grant VSBT a non-exclusive, royalty-free licence to retain, reproduce and use submitted work only as reasonably necessary for assessment, moderation, internal verification, academic integrity, quality assurance, awarding-body and regulatory review, record keeping and educational administration, subject to data-protection law.

17. Liability and insurance

17.1 VSBT does not exclude or limit liability for fraud or fraudulent misrepresentation, death or personal injury caused by negligence, breach of rights under applicable consumer law, or any other liability that cannot lawfully be excluded or limited.

17.2 VSBT is responsible for foreseeable loss or damage caused by its breach of the Contract or failure to use reasonable care and skill. It is not responsible for loss that was not reasonably foreseeable at the Contract date, except where the law provides otherwise.

17.3 Any recommendation that students insure valuable personal property does not exclude VSBT's responsibility where loss or damage results from its negligence or breach.

18. Changes to these Terms and incorporated documents

18.1 VSBT may correct obvious errors or make a change required by law without reducing accrued rights. It will notify affected students where the correction or change is material to them.

18.2 VSBT will not make a material contractual change after acceptance without applying clause 9. A general statement that policies may change does not authorise VSBT to reduce promised student rights or services.

18.3 The version accepted by the student will be retained in the controlled archive. Current and superseded versions will be clearly identified.

19. General provisions

19.1 If a provision is invalid or unenforceable, it will be modified only to the minimum extent necessary or removed, and the remaining provisions will continue where lawful.



19.2 A delay in exercising a right does not waive that right.

19.3 The Contract is between you and VSBT. A person who is not a party has no right to enforce it, except where legislation provides otherwise.

19.4 The Contract is governed by the law of England and Wales. This does not remove any mandatory consumer right to bring proceedings in another applicable jurisdiction.

Schedule 1 - Contract documents

Only the versions supplied or linked in the Offer Letter at the Contract date form part of the Contract, unless a later version is adopted fairly under clause 18.

Document	Contractual role
Offer Letter	Student-specific course, fee, start-date, location and conditions information
Terms and Conditions	Core student contract
Programme specification	Qualification, structure, content, delivery and assessment
Programme handbook	Detailed course and academic information
Tuition Fee and Refund Policy	Fee liability, refunds, decisions and payment
Student Compensation Policy	Eligibility, evidence, calculation and review
Course Modification Policy	Minor/material changes, consultation and remedies
Course Closure Policy and Procedure	Non-commencement, teach-out, transfer and closure
Complaint Policy and Process	Internal complaint and review route
Student Handbook	Accessible summary and signposting
Academic regulations and identified procedures	Assessment, integrity, appeals, engagement and termination safeguards



Schedule 2 - Fees and additional costs

Item	Amount or calculation	Mandatory/optional
Tuition fee - Year 1	£6,185	Mandatory
Tuition fee - Year 2	£6,185	Mandatory
Application fee	£0	n/a
Deposit	£0	n/a
Resit/reassessment charge	£0	n/a
Printing, library or IT charges		
Graduation or replacement-document charges		



Schedule 3 - Model cancellation form

Complete and return this form only if you wish to cancel the Contract. You may instead send any clear statement of cancellation.

Field	Details
To	Admissions, Veritas School of Business & Technology, 11 Albion Place, Maidstone, Kent, ME14 5DY; info@vsbt.co.uk
Notice	I give notice that I cancel my contract for the following course:
Course title	
Applicant/student name	
Address	
Applicant/student reference	
Contract/offer acceptance date	
Signature (only if submitted on paper)	
Date	

Tuition fee and charges schedule

Fee or charge	amount	Payment deadline/arrangement	Compulsory or optional
Annual tuition fee	£6,185 per academic year	Payable according to the instalment plan below	Compulsory
Offer-acceptance deposit	£1,185	Within 14 days of accepting the offer	Compulsory; credited against tuition fees
First tuition-fee instalment	£1,500	Before enrolment	Compulsory
Second instalment	£1,750	15 January 2027	Compulsory
Final instalment	£1,750	15 April 2027	Compulsory
First assessment submission	Included in tuition fee	Not applicable	Included
First resubmission/reassessment	£0	Subject to awarding-body regulations	Included
Further reassessment attempt	£0 per unit	Before reassessment registration	Conditional
Replacement student ID card	£10	On request	Conditional
Replacement certificate or transcript	Amount charged by the awarding body	On request	Conditional
Compulsory study visit	Included in tuition fee	Not applicable	Included



Fee or charge	amount	Payment deadline/arrangement	Compulsory or optional
Optional study visit	Confirmed before booking	Before the visit	Optional
Core learning materials	Included in tuition fee	Not applicable	Included
Personal laptop or device	Student responsibility	Before starting the course	Compulsory personal equipment
Graduation attendance	To be confirmed	Before booking	Optional

Version history

Version	Date	Status	Summary
1.0	October 2025	Approved	Original VSBT Terms and Conditions. C5-focused revision: clearer contract formation, cancellation, fees, changes, closure, remedies, termination safeguards and review controls.

External reference framework

Office for Students: initial Condition C5 and the OfS prohibited behaviours list; Regulatory Notice 7: application requirements notice (OfS 2025.53).

Legislation and guidance: Consumer Rights Act 2015; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Competition and Markets Authority consumer-law advice for higher education providers; Office of the Independent Adjudicator Good Practice Framework.