

Imperial College
London



Centre for Languages, Culture and Communication

Evening Class
and Lunchtime Learning
Student Handbook

Welcome!

Welcome to the Imperial College London Handbook for Evening Class and Lunchtime Learning Student Handbook.

On your Evening Class or Lunchtime Learning course you will find a diverse range of adult learners, some of whom will be undergraduate and postgraduate students at Imperial College, others students from other institutions in Albion (South Kensington), and some members of staff from Imperial College and other educational organisations. Many of your fellow students will be members of the public, who attend our Evening Class or Lunchtime Learning courses as adult education learners.

Whatever your background, you are very welcome to Imperial College and we hope you will have a happy, fulfilling and (of course) educational experience on your course.

If you have any questions relating to academic matters arising from your course of study, please speak to your course tutor. For more general queries please contact either myself, or Christian Jacobi, and we will do our best to help. You will find our contact details at the back of this handbook.

My colleagues and I look forward to meeting you in the Centre for Languages, Culture and Communication (CLCC) in the very near future.

Dr Michael Paraskos FHEA, FRSA
Manager of Evening Class and Lunchtime Learning Provision

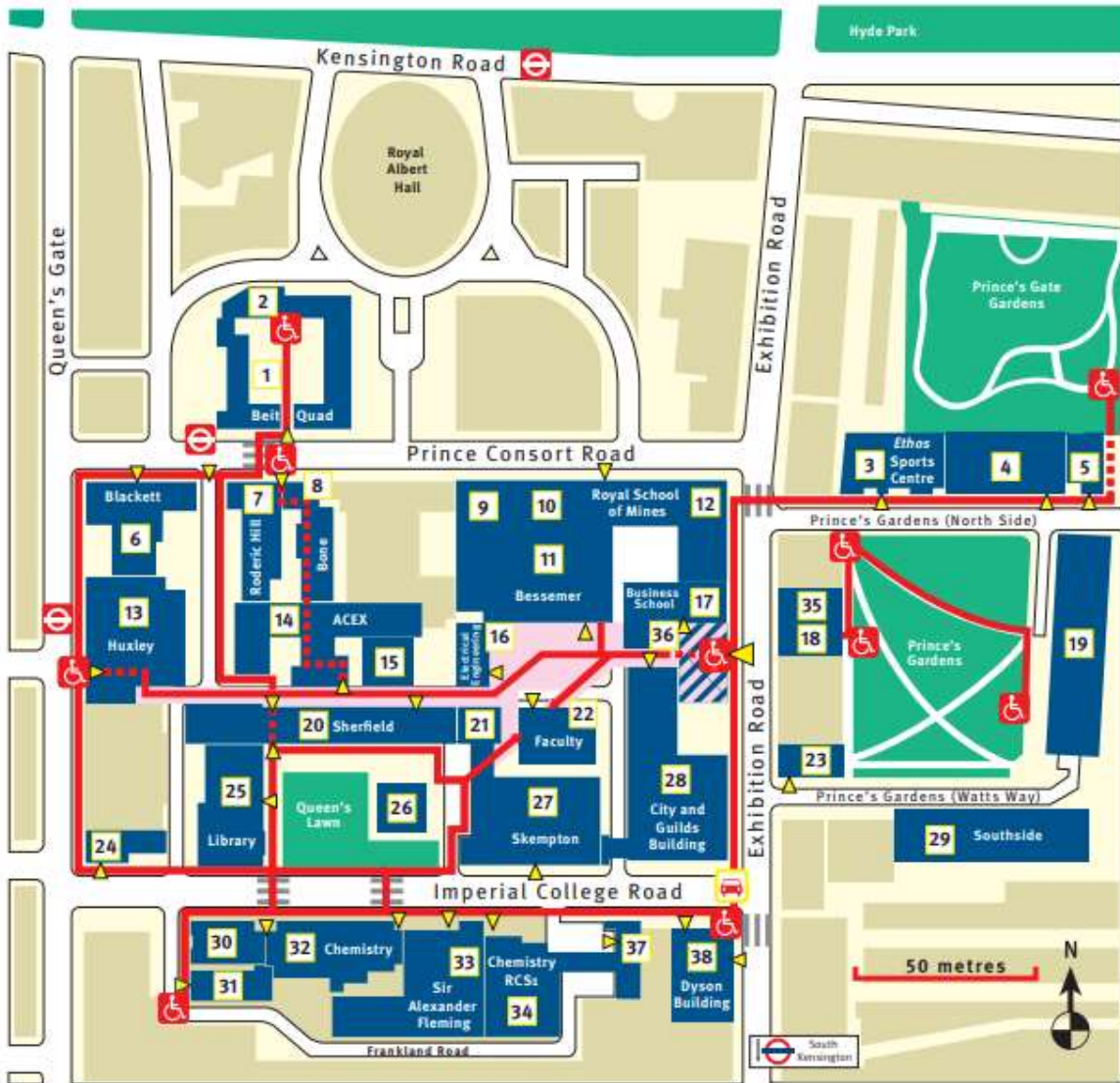
Where are we?

Most evening class and lunchtime courses take place in the Sherfield Building at the South Kensington campus of Imperial College London.

The Sherfield Building is very easy to find. Enter the main campus and if you stand at the foot of the Victorian tower (the Queen's Tower) you will see the Sherfield Building clearly labelled. It is next to the Library.

Teaching tends to take place either in the CLCC itself, located on Level 3, or in the Seminar and Learning Centre (known as SALC), which is on Level 5. There are lifts in the Sherfield Building to take you to the right floor.

If you are unsure about where you need to go, come to the CLCC Reception, on Level 3 of the Sherfield Building.



Cromwell Road

- Main walkway
- Main entrance
- Accessible route
- Buildings where wheelchair access is not possible at this time
- South Kensington Underground
- Bus stops
- Building entrances
- Vehicle entrance

The Sherfield Building is marked as **20 Sherfield** on the above map.

Attendance and Absence

When you arrive for your class you do not need to go to the CLCC Reception. Instead, go straight to your classroom, unless you do not know where that is.

At the start of each class you will be registered as in attendance. It is important that you are marked on the class register as this is the basis for whether you are entitled to receive the end of course attendance certificate. For that reason, if you arrive late for a class, make sure the tutor marks you on the register.

To obtain the attendance certificate at the end of the course you need to attend at least 80% of the course

If you need to leave a class early, please indicate this discreetly to the tutor before the start of the class if you can, and when the time comes for you to leave, do so quietly, with as little disruption to other students as possible.

If you are likely to be absent for more than three consecutive weeks, whatever the cause, please e-mail Christian Jacobi to confirm you will be returning to your class as soon as you can. This is to prevent the registration system automatically deleting your name from the register. Christian's contact details are at the back of this Handbook.

If you miss a session (or more than one session) you should attend the next available session of your class. It is not usually possible to attend alternative classes, even if they have the same name, as it is unlikely the teaching curriculum will be identical.

For Imperial College Postgraduate Students Only:

If you are attending an Evening Class on a Graduate School pilot programme you are required to attend at least 80% of the course. Failure to do so could invoke the penalty clause you agreed to when you signed up for the Graduate School pilot programme.

Language Level Test (Language Classes Only)

If you are unsure about your level of proficiency in any language you hope to study, please first review our language course descriptions to try to identify the course level which should be most suitable for you.

Especially if you are out of practice, please be reasonably sure and realistic about your level of proficiency prior to proceeding with enrolment.

Should you require further assistance please do contact the relevant language advisor(s) who will be able to advise you on an appropriate level for you.

Contact details for the advisors is available at:

<http://www.imperial.ac.uk/languages/contact-us->

Course Materials

For some courses, especially language courses, you will be expected to purchase one or more course textbooks. Information on this will be given in the first session, or you can e'mail the course tutor in advance and ask for information on likely course textbooks you will need to buy.

For other courses, such as Photography and Music Technology, you will need some equipment, and again information on this will be given in the first session, or you can contact the relevant tutor directly.

Student Status

Unfortunately, part-time evening class and lunchtime learning courses do not confer student status, and so it is not possible for evening class or lunchtime learning students to use the Imperial College library, computing or other services reserved for full-time Imperial College students.

That said, you are welcome to use the College refectory and cafes, and the H-Bar, located in the basement of the Sherfield Building.

If using catering facilities at Imperial College you should be aware that some venues do not accept cash, and you will have to pay using a contactless-enabled credit or debit card.

We do recommend you consider joining the Friends of Imperial College, which not only offers additional social and cultural events, but does offer some of the benefits that are available to students. To find out more on the Friends of Imperial College please visit its website at: www.friendsofimperial.org.uk

Bullying, Harassment and Respect for Others

Imperial College is committed to providing an environment within which all members of the College community are treated with dignity and respect. It is our intention to encourage all members of staff and students to behave appropriately at all times and any form of behaviour which causes offence, whether intentional or not, will be treated very seriously. It is the responsibility of all of us to ensure that the College is a place where staff and students can contribute fully to the life and work of the College, where the dignity and self-esteem of individuals is respected and which ensures that they are free from harassment.

Unacceptable behaviour can include:

Racial harassment, which can be any hostile or offensive act or expression by a person of one racial or ethnic origin against another. Examples can include offensive remarks about dress, culture or customs, inappropriate displays of posters and emblems, and ridiculing, or fostering hatred and/or prejudice towards individuals of particular ethnic groups or religions.

Sexual harassment, which stems from the inappropriate introduction of sexual activity, innuendo or comments. This can include questions or remarks about a person's sex life, unwanted sexual advances, displays or distribution of pornographic or sexually suggestive material.

Harassment on the grounds of actual or perceived sexual orientation, which can include homophobic remarks or jokes, threats to disclose a person's sexuality to others, and offensive behaviour/abuse relating to HIV or AIDS status. Sexual orientation refers to an individual's orientation towards persons of the same sex, persons of the opposite sex, or persons of the same or opposite sex. The term does not just refer to lesbian, gay or bisexual people; heterosexual people are also included.

Harassment on the grounds of religious belief, which can include jokes or insults about items of clothing, religious artefacts, religious beliefs or rituals. Harassment on the grounds of disability can take the form of individuals being ignored, ridiculed or denied opportunities because of mistaken assumptions about their capabilities.

Harassment on the grounds of age can include jokes or insults about someone's age, singling someone out for different treatment, and making unsubstantiated assumptions about performance or potential based on age (at either end of the age spectrum).

Bullying is the exercise of power over another person through persistent, negative acts or behaviour that undermines an individual, personally and/or professionally. Bullying can take the form of persistent shouting, sarcasm or derogatory remarks; it can be constant criticism, disparagement, threatening, insulting, abusive or intimidating behaviour.

If you believe you are subject to bullying or harassment in your class you should in the first instance talk to your class tutor, or if that is not possible, or you would prefer to speak to an outsider, contact the Evening Class Manager.

Term Dates

Evening class and lunchtime learning courses do not always follow the standard term dates followed by the rest of Imperial College.

Please refer to the course description on our website for the term dates for your course. If you are unsure please email c.jacobi@imperial.ac.uk

Refunds and Transfers

Except as defined by the Terms and Conditions, we cannot give refunds for any reason (exceptions are cases of prolonged illness, longer periods of hospitalisation, etc.)

Therefore, please do ensure before enrolling that you have the time to commit to a class and can see it through.

If you are not happy on the course of study you have chosen, it might be possible to transfer to another course of study on the evening class or lunchtime learning programme at Imperial College, subject to (a) there being spaces available on the course into which you wish to transfer, and (b) the tutor of the course into which you wish to transfer is willing to accept new students after the course has started. Consequently, transfer to another course is not guaranteed and no refunds are offered where transfer is not an option.

If you are interested in transferring you should contact the Evening Class Manager or Administrator as soon as possible.

Feedback

We welcome feedback on our courses, and during your course of study you will be invited to give anonymous feedback on the programme.

On a more informal level you can also discuss any matters arising with your tutor, or with the Programme Manager, Dr Michael Paraskos.

If you have any complaint, please contact us (as detailed in the Terms and Conditions, available on our website).

Useful Contacts

Course Manager: Dr Michael Paraskos

Room S305 – Sherfield Level 3

m.paraskos@imperial.ac.uk

0207 594 8764

Course Administrator: Christian Jacobi

Room S308 – Sherfield Level 3

c.jacobi@imperial.ac.uk

0207 594 8756

Emergency / Security on Campus

Wired campus telephone: 4444

Other telephone: 0207 589 1000

Tutor contacts are given on the individual course descriptions at:

<https://www.imperial.ac.uk/evening-classes/autumn-spring-courses/courses-available/>

**Imperial College London
Centre for Languages, Culture and Communication**

Short Courses (Evening Class, Daytime Adult Education Classes and Lunchtime Learning Classes) Booking Terms

1. Introduction and interpretation

1.1 These terms and conditions ("Terms") apply to all short courses provided to customers by the Centre for Languages, Culture and Communication at Imperial College London ("we" "us" or "our", whether capitalised or not) under the marketing names Evening Classes, Daytime Adult Education Classes and Lunchtime Learning Classes ("Class", "Classes", "Course", "Courses", "Programme", "Programmes")

1.2 In these Terms, the following expressions have the following meanings: "Application" means your application for a place on the Course, made through the online application process; "Booking Form" means the online Booking Form supplied by us and completed by you; "Class", "Classes", "Course", "Courses", "Programme", "Programmes" means the course and mode of study set out on the Website in the course synopsis, description or other specification on the Website; "Event Outside Our Control" means an event or circumstances beyond our reasonable control, including extreme adverse weather conditions, power failure, loss of internet or poor connectivity, urgent or necessary maintenance that may arise from time to time, technical problems, strikes, staff illness and acts of god; "Fees" means the tuition fees and administration fees payable by you in relation to the Course; "Services" means the teaching services and related teaching materials that we will provide in relation to the Course; "Website" means our pages on the Imperial College London website at <http://www.imperial.ac.uk/evening-classes/> and other pages on the Imperial College London website that might be relevant to the organisation, administration, publicity, delivery and relevant terms and conditions applicable to the Course.

1.3 Where examples are given in these Terms by using words or phrases such as "including" or "for example" this will not restrict the meaning of the general related words.

1.4 Reference in these terms to "working days" are to days other than Saturdays and Sundays and public holidays.

1.5 If you enrol on a Course you are also subject to Imperial College's Short Course Regulations (under the "shortcourses" tab at <http://www.imperial.ac.uk/about/governance/academic-governance/regulations/>).

2. About us and how to contact us

2.2 Evening Classes, Daytime Adult Education Classes and Lunchtime Learning Classes are operated at Imperial College by the Centre for Languages, Culture and Communication ("CLCC").

2.2.1 Our postal address is The Evening Class Manager, CLCC, Sherfield Building Level 3, Imperial College London, Exhibition Road, London SW7 2AZ.

2.2.2 Our telephone number is 020 7594 8756.

2.2.3 Our email address is: eveningclass@imperial.ac.uk

2.2.4 Our Website is www.imperial.ac.uk/evening-classes

3. Bookings

3.1 Your Application is an offer to us to enter into a binding contract with us to purchase a place on a Course. We are free to accept or decline your Application at our absolute discretion. Your offer is only accepted when we send you written confirmation that your Application is accepted or that we

are able to offer you a place on the Course (the "Confirmation"). Completion of an application form or payment of a monetary fee for a Course does not in itself constitute acceptance onto a Course.

3.2 At the point of our Confirmation, a contract will come into existence between us and you (the "Contract"). The Contract will continue until the completion of the Course, unless it is cancelled earlier in accordance with these Terms.

3.3 The Contract will be subject to these Terms and the Booking Form. We consider that these Terms and the Booking Form set out the principle elements of the agreement between you and us in relation to the Course, although you should also consult other documents where directed to do so by these Terms or the Booking Form or the Website.

3.4 Please check that the details in these Terms and the Booking form are complete and accurate. If you think that there is a mistake in the Terms or the Booking Form or that they do not contain relevant information that you are relying on, please notify us and ask us to confirm any agreed changes in writing before you submit your Application.

4. Late applications

4.1 If your Application is submitted within 5 working days of the Course commencing, we cannot guarantee that the Confirmation will reach you before the Course starts. In these circumstances, we will normally provide confirmation by phone or email however we do not guarantee to do so. If you do not receive confirmation before the start of the Course you should telephone us to confirm whether you have a place on the Course and the Course teaching location and times.

5. The services

5.1 We will use our reasonable endeavours to ensure that the Services meet the description set out in the Website in all material respects.

5.2 We will use our reasonable endeavours to comply with the timetable for the delivery of the Services which is set out in the Website or otherwise agreed between us. However, you agree that dates and locations for delivery of the Services and the tutors and lecturers providing the Services may be subject to change from time to time.

5.3 Where we are unable to comply with the timetable for the delivery of the Services which is set out in the Website, or otherwise agreed between us, due to circumstances beyond our control, such as staff illness, the conditions set out in Term 15.1, 15.1.1 and 15.1.2 shall apply.

5.4 We may make any changes to the Services which are necessary to ensure that they comply with any applicable law or satisfy requirement or which do not materially affect the nature or quality of the Services, and we will notify you of any such changes.

5.5 The general nature of the Services for each Course is set out on the Website; however, as a general rule you should be aware that the provision of Services can differ depending on the nature of a Course. Services can include lectures, discussion groups, role and game playing, group work, practical or technical sessions, watching or listening to audio-visual material, undertaking tasks in a text or work book or copies thereof, and other recognised teaching methods. Services does not necessarily indicate direct interaction with the teacher or tutor delivering the Services on our behalf, and in practical and technical classes, such as art, photography, music technology, and other classes, you may be directed to work on activities set by the teacher or tutor on your own or in a group with intermittent tutor interaction. You may also be directed to work on activities set by the teacher or tutor on your own or in a group with intermittent tutor interaction on any class where there is an organised off-site visit.

6. Your obligations

6.1 By enrolling on a Course you agree to:

- (a) maintain an immigration status that entitles you to undertake the Course,
- (b) attend classes for the Course regularly and on time;
- (c) ensure that you have a level of spoken and written English sufficient to allow you to participate in the Course (by way of a guideline, if English is not your first language, we would expect you to have an IELTS score of 6.0, or equivalent, for lecture courses);
- (d) refrain from using any audio or visual recording equipment during classes or practical sessions;
- (e) comply with our health and safety rules as notified to you from time to time, including by wearing suitable clothing and footwear for practical classes;
- (f) conduct yourself in a professional and courteous manner and refrain from causing offence or nuisance to us, our staff or other students;
- (g) provide the equipment and materials that we advise you to on the Website or in the Course induction information required for the Course;
- (h) only use any facilities and equipment provided by us during the stated hours for delivery of the Course;
- (i) You will be responsible for any damage you cause (including but not limited to furniture, fixtures, fittings and equipment).
- (j) not provide access to, or share login details or content of Courses with any third parties.

6.1.1 We reserve the right to exclude you from the Course or take such other action as We deem appropriate if you behave in what We deem to be an unacceptable manner. If in the lecturer's opinion you have behaved inappropriately (e.g. aggressively or disrespectfully in any way) you will be excluded from the Course and not be entitled to a refund of all or any part of the Course Fee.

6.2 You are required to seek advice regarding the suitability of a Course or Course level prior to a booking for a Course being made. Contact details of those who can offer advice, particularly for language levels, can be found on the Website. Once a Course has commenced, should a (language) Course level be deemed unsuitable for the applicant's level of proficiency We will endeavour to register the applicant for a different Course; however this is subject to availability and to seeking advice from the lecturer or relevant language coordinator.

6.3 It is your responsibility to inform Us at any time of any accessibility needs and we will accommodate those as long as we are informed about them.

7. Fees and payment

7.1 The Fees payable are as published on the Website.

7.2 Fees are payable in sterling (GBP).

7.3 The Fees are payable at the same time as you submit your booking Form. If we do not accept your booking, we will refund to you any Fees you have paid within 14 days of rejecting your booking.

7.4 If you do not pay the Fees in accordance with these Terms you will not be entitled to start the Course.

7.5 All Fees stated are inclusive of VAT.

7.6 Fees can only be paid on-line by using a credit or debit card

7.7 Unless we have given prior permission, you are not allowed to attend sessions before full payment has been made.

8. Minimum age requirement and dependent minors

8.1 We cannot accept your Application unless you are aged 16 or over, unless the Course is specifically advertised as being for persons under that age. By submitting your Application for any Course not advertised as being for persons under 16, you warrant that you are aged 16 or over. If this turns out to be incorrect, we will be entitled to cancel the Contract on written notice to you.

8.1.1 If you are aged under 18 you must have permission from your parent or legal guardian to take part in a Course prior to the start of the course, through the submission of a signed Declaration of Parental/Guardian Consent.

8.1.2 In line with Imperial College policy, dependent minors, including babies, toddlers and children under 16, are not permitted to attend Classes even if accompanied by a parent or guardian.

9. Guests and visitors

9.1 You are not permitted to bring guests or visitors to Classes. Only those who are enrolled on a Course are permitted to attend a Course.

10. Overseas applicants

10.1 We do not provide letters of invitation or other documentation for visa application purposes for taking part in a Course.

11. Your legal cancellation rights

11.1 You have a legal right under the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 to cancel the Contract up to 14 days from the date on which you submit your Booking Form for the Course (the "Cancellation Period") without giving any reason, or prior to the start of the first session of the Course, whichever is the sooner.

11.2 To cancel the Contract within the Cancellation Period you must inform us by emailing us at eveningclass@imperial.ac.uk

11.3 If you cancel the Contract in accordance with paragraphs 11.1 and 11.2 you will receive a full refund of Course fees paid; no refund will be payable after 14 days of the date on which submit your Booking Form for the Course, or upon commencement of the first session of the Course, whichever is the sooner, except where other paragraphs in these Terms may apply (see also 11.4).

11.4 After the start of the first teaching session of the Course you will be considered to have used the Service, whether you attend the first teaching session or not, and no refunds will be payable under paragraphs 11.1 and 11.2.

11.5 The other paragraphs of these Terms set out your other rights to cancel the Contract which are in addition to and do not affect your rights under paragraph 11.1

11.6 Refunds payable under this paragraph may take up to 14 days to process.

12. Your other cancellation rights

12.1 You may cancel the Contract at any time if:

12.1.1 we break the Contract in a material way and do not correct the situation within 14 days of you asking us in writing to do so;

12.1.2 an Event Outside Our Control prevents us from providing the Services when we are supposed to for 4 weeks or more.

12.2 Refunds payable under this paragraph may take up to 14 days to process and are also subject to paragraph 14.2.

13. Our cancellation rights

13.1 We may cancel the Contract no later than 7 (seven) working days before the Course starts if there is low demand for the Course, in which case you can either:

13.1.1 transfer onto an alternative available course (and receive a partial refund of the Fees if the fees for the alternative course are less than the Fees); or

13.1.2 cancel the Contract and receive a refund of the Fees.

13.2 We may cancel the Contract if an Event Outside Our Control prevents us providing the Services

13.3 we may cancel the Contract or suspend you from the Course on written notice to you if:

13.3.1 your attendance falls below reasonably acceptable levels (other than for reasons outside your reasonable control);

13.3.2 you do not pay the Fees when you are supposed to;

13.3.3 we discover that you do not have an immigration status entitling you to undertake the Course;

13.3.4 you break the Contract in a material way and do not correct the situation within 14 days of us asking you in writing to do so;

13.3.5 you share copyrighted Course content with any third party without our prior written permission.

13.4 We will not accept liability for any costs or losses incurred by you which are claimed to have arisen through cancellation of the Course.

13.5 Notification of the cancellation of the Course will be made via email sent to the most recent email address you have indicated we should use to contact you.

13.6 Refunds payable under this paragraph may take up to 14 days to process and are also subject to paragraph 14.2.

14. Payment of refunds

14.1 If you become entitled under these Terms to receive a refund then:

14.1.1 refunds will be paid in sterling (GBP);

14.1.2 we will endeavour to pay refunds by the same means as you paid the Fees of the Fees were paid on your behalf;

14.2 All refunds payable may take up to 14 days to process; additional time may be needed by your bank to credit any refunds to the account to which they are credited and we accept no responsibility for payments delayed or lost due to third party actions or lack thereof.

15. Postponement of classes for reasons beyond our control

15.1 If a class is cancelled or postponed for reasons beyond our control, including staff illness, we will make every reasonable effort to reschedule the class or to add the missed hours on to the remaining Course classes if possible, however we do not guarantee that it will always be possible to reschedule a class.

15.1.1 Where it is not possible to reschedule a class that has been cancelled or postponed for reasons beyond our control we do not offer financial refunds or other recompense for any loss of taught time or consequential loss arising from the cancellation or postponement.

15.1.2 Where we do reschedule a class or to add the missed hours on to the remaining Course classes, we do not offer financial refunds or other recompense should you not be able to attend the rescheduled class or classes, or additional time added to other classes.

16. Transfers and substitutions

16.1 You may transfer onto an alternative Course as long as:

16.1.1 a place on a suitable alternative Course is available;

16.1.2 you make your written request at least one month before the original Course is due to start or, if make your request later than this, another student can be found for your place;

16.1.3 you pay the difference between the Fees you have paid and any increased or additional fees applicable to the alternative course;

16.1.4 you have not already transferred between courses on a previous occasion; and

16.1.5 you pay us an administrative charge of £40.

16.2 You may transfer your place on the Course to a substitute student as long as:

16.2.1 you notify us in writing of the substitute student's name no later than 1 week before the Course starts;

16.2.2 the substitute satisfies all of the requirements set out in these Terms and conditions;

16.2.3 This is subject to an administrative charge of £40.

17. Non-attendance

17.1 Non-attendance at classes due to reasons other than our default does not entitle you to refunds, extra tuition or a transfer.

17.2 If, for reasons outside your reasonable control (such as illness) you miss classes, we will use our reasonable endeavours to offer you additional support, subject to you paying our additional charges.

18. Events outside our control

18.1 We shall not be responsible for any failure to perform or delay in performing our obligations under the Contract that is due to an Event Outside Our Control. If an Event Outside Our Control takes place which affects our obligations under the Contract then:

(a) we will contact you as soon as reasonably possible to notify you;

(b) our obligations under the Contract will be suspended and our time for performance extended for the duration of the Event Outside Our Control; and

(c) we will restart the Services as soon as possible when the Event Outside Our Control is over.

19. Our liability to you and insurance

19.1 The liability of Imperial College in connection with the Course, whether arising in contract, tort, negligence, breach of statutory duty or otherwise, will, in all circumstances, be limited (except in cases of liability for death or personal injury caused by Imperial College's negligence, fraud or

fraudulent misrepresentation and any other liability which, by law, cannot be limited) to the amount of the Tuition Fee paid by you.

19.2 Imperial College shall not be in breach of this agreement nor liable in the event that it has to postpone or cancel the Course (or any individual class on the Course) as a result of Events outside its Control.

19.3 You will indemnify Imperial College against all claims, losses, damages, actions, proceedings and costs in respect of accident, loss and damage, including personal injuries, however caused, in any part of the building in which the Course is taking place or on campus, and for any items you might bring into such building.

20. Certificates

20.1 A certificate of attendance will be issued to you in the name specified in your Application Form, if you have attended at least 80% of the sessions on the Course.

20.2 As expressly stated in the Website, we only issue certificates of attendance and not certificates of attainment of a particular grade, qualification or standard.

20.3 Certificates of attendance will usually be issued in by email at the end of the Course. Duplicate certificates and confirmation of certification or attendance on a course will only be available for up to 12 months following completion of a Course. After 12 months following completion of a Course no certificates or confirmation of certification or attendance will be available.

21. Data protection

21.1 We will use the personal information you provide to us to:

- (a) provide the Services;
- (b) process your payment for the Fees; and
- (c) inform you about similar products or services that we provide, but you may ask us at any time to stop using your information in this way.

21.2 Any processing of personal data by Us will be made in accordance with the principles laid down in the Data Protection Act 1998 and related legislation, and with Our Data Protection Policy. Sensitive personal data as defined under the Data Protection Act 1998 will only be processed by Us with your consent or if the processing is necessary under the Act. Further information on Data Protection is available on Our webpage at: <http://www.imperial.ac.uk/admin-services/legal-services-office/data-protection/>

21.3 Under the Data Protection Act 1998 you have a right to access a copy of the data held about you by Us by making a written application to The Data Protection Officer, Level 4 Faculty Building, Imperial College, South Kensington, London, SW7 2AZ, UK. Further information about how to go about submitting such an application, as well as Our Data Protection Policy and related Codes of Practice and Guidance, can be accessed on Our webpages at: <http://www.imperial.ac.uk/admin-services/legal-services-office/data-protection/subject-access-requests/>

21.4 Our registration with the Information Commissioner's Office can be found at: <http://www.ico.org.uk/ESDWebPages/DoSearch?reg=431832>.

22. Complaints

If you have any complaints about the Services, please follow the complaints procedure set out on the Website. Only complaints which are submitted using the procedures set out on the Website will be considered by us.

25. Your rights as a consumer

As a consumer, you have legal rights in relation to the Contract which are not affected by these Terms. Advice about your rights may be available from your local Citizen's Advice Bureau.

26. Other important Terms

26.1 We may transfer our rights and obligations under any Contract to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under the Contract.

26.2 Except as set out in paragraph 16.2 you may not transfer your rights or obligations to any other person.

26.3 The Contract is between you and us. No other person shall have any rights to enforce any of its terms.

26.4 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

26.5 If we fail to insist that you perform any of your obligations under the Contract, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we automatically waive any later default by you.

26.6 Successful enrolment on a Course does not confer student status and no student facilities are available to participants in a Course, such as Library, Students Union or other facilities aimed at Imperial College London or other students.

26.7 The use of the phrase "Term Dates", "Start of Term" or "End of Term" in any documentation referring to our Courses refers solely to the term dates of a Course, not the term dates for Imperial College London as a whole.

27. Intellectual Property

27.1 All intellectual property rights in works or materials provided by Imperial College to you as part of the Course ("the Materials") shall remain the property of Imperial College or its licensors as appropriate. You are only permitted to use such Materials for your own personal use and are not permitted to copy, circulate or make them available to anyone without our consent.

28. Governing Law and Dispute Resolution

28.1 This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

28.2 You and Imperial College irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.

29. Changes to these Terms

29.1 We may revise these Terms, from time to time, where such variation is necessary in order to comply with relevant laws and regulatory requirements.

29.2 If we have to revise these Terms under Clause 9.1, We will give you at least one month's written notice of any changes to these Terms before they take effect. You can choose to cancel your Place accordance with clause 4.2.

29.3 All reasonable efforts will be made to deliver the Course as outlined in the Course Specification and on the website, however Imperial College reserves the right to make reasonable

changes to content listed in respect of the Course, including but not limited to the course structure, content, academic or other staff delivering, organising or assessing the Course, and the keynote speakers.