

CPD and Short Courses Enrolment Terms & Conditions 2025-2026



1. Definitions	2
2. Introduction.....	2
3. Accessibility.....	3
4. Offers & Registration	3
5. Your Right to Cancel	3
6. Your Obligations	3
7. Our Obligations.....	4
8. Tuition Fees & Funding	4
9. Withdrawal.....	4
CPD AND INTRODUCTORY WORKSHOPS	4
PRACTITIONER AND SUPERVISOR COURSES	5
CLINICAL DIPLOMAS	5
11. Changes to Courses & Modules	6
12. Liability	6
13. Force Majeure.....	7
14. Intellectual Property	7
15. Complaints	7
16. Data Protection	7
17. General.....	7

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

1. Definitions

1.1 Contract means these Terms and Conditions, the policies and regulations listed on our website (as may be amended from time to time) and the Course Syllabus.

1.2 Commencement of teaching is defined as the first day of teaching in the course.

1.3 Intellectual Property Rights means any patent, rights to inventions, copyright and related rights, performers' property rights, trademarks, trade names, domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information, and other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world.

1.4 Tuition Fee is the fee paid for instruction or teaching and is charged on an annual basis for the duration of your course.

1.5 Additional costs are non-tuition costs for which you should budget in addition to the course tuition, for example personal therapy and clinical supervision, continuous professional development (CPD) or printing costs.

1.6 Terms and Conditions means the contract terms between us for the provision of educational services leading to the opportunity to gain a recognised educational qualification or recognised professional development, as may be varied from time to time.

1.7 Withdrawal is to leave the course for reasons other than those related to clauses 8.6 or clauses 11.1 to 11.4, without the intention of returning in the future and not being permitted to enrol again.

2. Introduction

2.1 This document governs the relationship between you and The Metanoia Institute ("**The Institute**" or "**we**" or "**us**" or "**our**") and sets out the contract terms between us for the provision of educational services leading to the opportunity to gain a recognised educational qualification or recognised professional development (the "**Terms and Conditions**").

2.2 The Metanoia Institute is a company limited by guarantee incorporated in England under charity number 1050175 and its registered office is at 13 North Common Road, Ealing, London W5 2QB.

2.3 These Terms and Conditions apply following acceptance of a place at the Institute.

2.4 In addition to this document, the following documents also form part of these Terms and Conditions, and you agree to observe them.

2.4.1 Course Syllabus for your course and subject at all times to clauses 2.5 and 11, as it may be updated from time to time by us.

2.4.2 The Institute policies, regulations and guidance listed on our website, are subject at all times to clauses 2.5 and 11 and may be updated from time to time by us.

2.5 We will always inform you directly via email of any changes to the Course Syllabus or the regulations and policies and we will endeavour to do this before teaching starts.

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

2.6 It is important that you read, and abide by, the regulations published on our website. They illustrate your responsibilities as a student at the Institute, and our responsibilities to you as a provider of educational services.

2.7 If there is any inconsistency between any of the provisions in this document and the provisions of any other document forming part of the Terms and Conditions, the provisions of this document shall prevail.

3. Accessibility

3.1 Should you require these documents in another format, please contact admissions@metanoia.ac.uk.

4. Offers & Registration

4.1 By accepting a place at the Institute through the Institute's admissions portal, you are entering into an agreement with us and are legally bound in accordance with these Terms and Conditions (the "**Contract**").

4.2 Your admission to the Institute is subject to you complying with the terms of the Contract. If you do not act in accordance with the Contract, or if you do not meet our expectation that you will maintain a standard of conduct, as specified in the Student Code of Conduct which is not harmful to the work, good order or good name of the Institute, we may take disciplinary action against you under the Conduct and Disciplinary Procedure. One of the possible outcomes of such an action is that your Contract with us may be terminated in accordance with clause 10.1 below and you may be removed from your course.

4.3 Your acceptance is subject to satisfying the academic requirements for admission set out in the course syllabus.

4.4 We may withdraw or amend admission prior to the start of the course, without liability to you, if we discover that your application contains material inaccuracies or fraudulent information or if you are found to have omitted key information from your application.

4.6 You must complete your booking or enrolment prior to the start of teaching.

5. Your Right to Cancel

5.1 You have the right to cancel the Contract within 14-days of confirmation of booking or acceptance of a place.

5.2 To cancel the Contract, you must give us written notice by completing the Model Cancellation Form below.

Model Cancellation Form: <https://forms.office.com/e/DJcmKWjr3T>

5.3 If any payment has been made to us and you subsequently cancel the Contract pursuant to your right to cancel as set out in clause 5.1, we will provide you or the person who has made such payment (as the case may be) with a full refund.

5.4 You may terminate the Contract after the date referred to in clause 5.1 but, in such case, you must do so in accordance with clause 9 of these Terms and Conditions.

6. Your Obligations

6.1 You agree to fulfil all the academic requirements of your course in accordance with the Contract including, but not limited to, submission of course work and other assignments, attendance at examinations, attendance at lectures and seminars and any other such teaching forums provided by us.

6.2 You agree to familiarise yourself with and adhere to the Institute's rules, regulations and policies. These are all published on our website.

6.3 You agree to comply with our Student Code of Conduct.

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

7. Our Obligations

7.1 We shall deliver your course with reasonable care and skill and as described in the relevant course syllabus in all material respects.

7.2 We shall provide you with tuition and other teaching and learning support and resources associated with your course with reasonable care and skill and we shall provide you with timely feedback on your academic work.

8. Tuition Fees & Funding

8.1 The tuition fees applicable to your course and information in relation to how to pay for your course, or for modules within it, are set out in our website.

8.2 There may be additional costs relating to your course which you agree to pay to the Institute or to a relevant third party (as appropriate). Where this is the case, we will make this clear in advance as part of the information provided on our website.

8.3 On acceptance of a place, you agree to pay all tuition fees and additional costs **as and when they fall due, in accordance with the payment terms agreed by you and us.**

8.4 In the event that a third-party sponsor has agreed to pay all or part of your tuition fees, you remain primarily liable for the payment of the tuition fees and you should make arrangements to ensure that the tuition fees have been paid by your third-party sponsor.

8.5 Unless otherwise agreed by us, all fees must be paid by the deadline set out in these Terms and Conditions.

8.6 If you fail to pay your tuition fees as and when they fall due, we reserve the right to suspend your studies or terminate your Contract (without further liability to you) and seek to recover any debts. We reserve the right to withhold your results and/or awards if you have not paid your tuition fees in full.

8.7 If your access to learning resources, including online materials, is restricted or suspended due to non-payment of tuition fees or failure to meet your financial obligations under this Contract, you will not be entitled to claim any compensation, fee reduction, or refund from the Institute.

9. Withdrawal

9.1 You may withdraw from the Institute and terminate your registration and the Contract at any time. On termination of your registration in accordance with this clause 9, you will remain liable to pay your tuition fees and any other amounts due, unless we have agreed to refund any tuition fees to you pursuant to clauses 9.3 and 9.5.

9.2 To withdraw from the Institute you must complete and submit a **Withdrawal Form**. Notice shall take effect on receipt and the following terms will apply:

CPD AND INTRODUCTORY WORKSHOPS			
	Event	Time Frame	Tuition Fee Liability & Conditions
9.3	In the event of withdrawal from the workshop	prior to the start of the course	the course deposit is forfeited
9.4	In the event of withdrawal from the workshop	after the course has commenced	fees are due in full

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

9.5	In the event of withdrawal from the workshop	after student is found unsuitable to continue training	fees for modules attended are due
PRACTITIONER AND SUPERVISOR COURSES			
	Event	Time Frame	Tuition Fee Liability & Conditions
9.6	In the event of withdrawal from the workshop	prior to the start of the course	the course deposit is forfeited
9.7	In the event of withdrawal from the workshop	after the course has commenced	fees are due in full
9.8	In the event of withdrawal from the workshop	after student is found unsuitable to continue training	fees for modules attended are due
CLINICAL DIPLOMAS			
	Event	Time Frame	Tuition Fee Liability & Conditions
9.9	In the event of withdrawal from the workshop	prior to the start of the course	the course deposit is forfeited
9.10	In the event of withdrawal from the workshop	after the course has commenced	fees are due in full
9.11	In the event of withdrawal from the workshop	after student is found unsuitable to continue training	fees for modules attended are due

10. The Institute's Right to Terminate

10.1 The Institute may withdraw your offer or terminate your Contract and withdraw you from your course in the following circumstances:

- 10.1.1 your application contains material inaccuracies or fraudulent information, or you are found to have omitted key information from your application;
- 10.1.2 you have provided false, incomplete, inaccurate or misleading information in your application to the Institute or at any other time;
- 10.1.3 you do not pay the tuition fees as and when they fall due, or you do not provide proof of sponsorship if applicable to you;
- 10.1.4 you do not complete your enrolment before the start of the course;
- 10.1.5 you have poor attendance at lessons and engagement with assessment;
- 10.1.6 you are found guilty of a serious breach of our regulations at a disciplinary hearing;
- 10.1.7 a fitness to study panel finds that you are unable to continue your studies due to illness, including mental health issues;
- 10.1.8 a fitness to practise panel finds that you are unable to continue your studies;
- 10.1.9 you breach these Terms and Conditions in any material respect.

CPD and Short Courses Enrolment Terms & Conditions 2025-2026

11. Changes to Courses & Modules

11.1 Due to the time period between syllabus publication and registration on your course, circumstances may change due to factors beyond our reasonable control and therefore it may sometimes be necessary to vary the content of the course or modules or services as described in the syllabus. We will use reasonable endeavours to ensure that changes are kept to a minimum, but if we need to make any material changes to your course before you register at the Institute, we shall bring the changes to your attention as soon as possible and if you reasonably believe that the proposed changes will have a material prejudicial effect on you, you may either terminate the Contract and/or withdraw your place without any liability to us for tuition fees, or transfer to another course (if any) as may be offered by us for which you are qualified.

11.2 We will use reasonable endeavours to deliver all courses as described in the relevant syllabus. However, we reserve the right to cancel a course if there are not sufficient student registrations to make a course viable. If you have a place on a course, but we discontinue the course prior to its start, we will notify you as soon as possible and we will use reasonable endeavours to offer you a place on a suitable replacement course for which you are qualified. If you are unhappy with the replacement course offered by us or if we are unable to offer a suitable replacement course, you may terminate the Contract and/or withdraw your place in the course without any liability to us for tuition fees.

11.3 Once you have registered as a student of the Institute we will use reasonable endeavours to deliver your course in accordance with the Contract. However, if we need to discontinue your course because of matters beyond our control, we will inform you as soon as is reasonably practicable and will use reasonable endeavours to transfer you to a suitable replacement course for which you are qualified. If you are unhappy with the replacement course offered by us or if we are unable to offer a suitable replacement course, you may terminate the Contract and/or withdraw from the course by giving the Institute notice in accordance with clause 9.2 and without incurring any further liability to us for tuition fees. You shall be entitled to a refund of all tuition fees paid to date.

11.4 We reserve the right to vary minor elements of your course from that described in the syllabus in order to improve the quality of educational services and ensure the student experience, in order to meet the latest requirements of a commissioning or accrediting body, or in response to student feedback. How we notify you will depend on the nature of the changes.

12. Liability

12.1 Notwithstanding any other provision in the Contract, nothing in these Terms and Conditions limits the Institute's liability for death or personal injury caused by negligence and/or for fraud or fraudulent misrepresentation.

12.2 Subject to the remainder of this clause 12, the Institute (its staff and/or representatives) shall have no liability to you for any loss, damage, costs or expenses arising under or in connection with the Contract except where such loss or damage is directly caused by the Institute (or its staff or representatives). The Institute shall not be liable for any loss or damage which was not foreseeable. Losses are foreseeable if they are an obvious consequence of the Institute's breach of the Contract.

12.3 Except for any liability which is caused by the Institute's liability in negligence for personal injury or death or for fraud or fraudulent misrepresentation, where such loss or damage is directly caused by the Institute (or its staff or representatives) the Institute's liability shall, subject to clause 12.5, be limited to 100% of the tuition fee payable by you to the Institute for that academic year.

12.4 While we take reasonable care to ensure the safety and security of students at our campuses, we cannot accept responsibility and expressly exclude liability for loss or damage to students' personal property (including but not limited to computer and IT equipment, software, bicycles and vehicles), including any financial or other consequential loss where such loss or damage is a result of theft, fire, flood, computer virus or any cause related to our computer facilities, or any other cause, except where such loss or damage is caused by our negligence. It is recommended that you insure personal property against such risk of loss and damage.

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

12.5 We shall not be held responsible for any injury to a student by any third party, financial or other loss or damage resulting from such injury, or for damage to property, caused by any other student, or by any person who is not an employee or authorised agent of the Institute.

12.6 On termination of the Contract by the Institute you are liable for any outstanding tuition fees and any other amounts due. The Institute may at its discretion refund all or part of the tuition fees.

13. Force Majeure

13.1 We shall not be liable to you in any manner whatsoever for any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under the Contract, if such failure or delay is due to any event beyond our reasonable control (including, but not limited to strikes, lockouts or other industrial action, acts of God, severe weather, natural disasters, pandemic, quarantine or widespread illness, war, protest, riot, civil disorder or unrest, fire, explosion, an actual, suspected or threatened act of terrorism, national emergencies, any restrictions imposed by government or public authorities, breakdown of plant or machinery, actions or default of placement providers or default of suppliers or sub-contractors). In such circumstances, we shall take reasonable steps to minimise any disruption.

14. Intellectual Property

14.1 Any Intellectual Property Rights developed by you during your course of study at the Institute shall be governed by the Intellectual Property Policy.

14.2 By registering on a course, you authorise the Institute and any associated company to publish photography, video content and any other materials relating to your course of study, generated as a consequence of engaging in your course of study at the Institute in all territories for the purposes of publicity and promotion without restriction.

15. Complaints

15.1 If you have a complaint about an admissions decision or an aspect of the admissions process, please follow the Student Complaints Policy and Procedure detailed on our website.

15.2 Once you have registered as a student of the Institute, if you have a complaint about us, please follow the Student Complaints Policy and Procedure. This can be accessed from our website. **If, having followed the complaints procedure to completion, you remain dissatisfied you have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education.**

16. Data Protection

16.1 We will process your personal data in accordance with applicable data protection legislation and our [Data Protection Policy](#) and [Privacy Notice](#). These policies can be accessed from the Important Regulations and Policies document. We may share your personal data with third parties, which we will do in accordance with our Data Protection Policy and Privacy Notice.

17. General

17.1 The Contract constitutes the entire agreement between you and the Institute and supersedes all previous agreements between you and the Institute, whether written or oral.

17.2 The Contract is personal to you and you may not transfer any of your rights or obligations under the Contract to another person.

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

17.4 Each of the paragraphs of these Terms & Conditions operate separately. If a court decides that any of them is unlawful the remaining paragraphs will remain in full force and effect.

CPD and Short Courses

Enrolment Terms & Conditions 2025-2026

17.5 A waiver of any right or remedy under these Terms and Conditions is only effective if given by us to you in writing. Any delay by us to exercise a right or remedy against you for any breach of the Contract shall not waive that right or remedy, nor restrict you from having to comply with your obligations under the Contract.

17.6 Any notice given under the Contract shall be in writing. We shall send any notice to you either to your term-time address or your home address or by email to your the Institute email address. Unless otherwise stated in these Terms & Conditions, you must send any notices by email to registry@metanoia.ac.uk marked for the attention of the Registrar.

17.7 The Contract and any dispute or claim arising out of or in connection with it shall be governed by English law and any claim must be commenced in the Courts of England and Wales.