Royal College of Art
Postgraduate Art & Design

Student Terms and Conditions 2027/28

For academic year:	2027/2028
Approved by:	Senate – November 2026
Author:	Academic Registrar
Next Review:	March 2027

Student Terms and Conditions 2027/28 1
1. Introduction 1
2. Accuracy of Information 2
3. Communications with the RCA 2
4. Your Tuition Fees 2
5. Other Costs 4
6. Immigration 5
7. Reasonable Adjustments 6
8. Continuation Status 7
9. Regulations and Policies 7
10. Changes to Programmes 9
11. Events Outside of Our Control 9
12. Criminal Convictions 11
13. Intellectual Property 11
14. Data Protection 12
15. Innovation Design Engineering (IDE) Programme 12
16. General 14
17. Feedback, Appeal and Complaints 14
18. Cancellation 15

1. Introduction

1.1. These terms and conditions accompany, and should be read together with, your formal offer of admission. Any offer of a place made to you by the Royal College of Art ("RCA") is on the basis that by accepting your offer, you agree to the terms and conditions set out in this document, which form part of the student contract between you and the RCA. It is important that you read these

terms and conditions carefully as the RCA will apply and rely on them during your time as a student.

1.2. These terms and conditions apply to the RCA's postgraduate taught, postgraduate research and graduate diploma programmes, including the joint Innovation Design Engineering ("IDE") programme. Other programmes offered by the RCA will have separate terms and conditions.

1.3. If you have any questions about these terms and conditions, please contact Registry at Registry@rca.ac.uk.

2. Accuracy of Information

2.1. It is your responsibility to ensure that all information that you provide to the RCA in your application is true and accurate.

2.2. If it is discovered that your application (including your portfolio and or personal statement) contains inaccuracies or fraudulent or misleading information, has been generated by artificial intelligence (AI) or that significant information has been omitted from your application, the RCA may withdraw or amend your offer, or terminate your registration. In such circumstances, any deposit paid shall not be returned.

2.3. The RCA shall not be responsible for any out-of-date or incorrect information that you have provided, and you will be responsible for any consequences (such as the cost of re-issuing documents or certificates, if the RCA is able to do so) of not keeping your information correct and up to date.

2.4. You will be required to provide satisfactory evidence of your qualifications (including English language qualifications, if required) before enrolment, as set out in your offer letter. Failure to provide any required evidence by the deadline specified in your offer letter may result in the withdrawal of your offer and in such circumstances any deposit paid may not be returned.

3. Communications with the RCA

3.1. On enrolment, you will be allocated an RCA email account. All email communications from the RCA will be sent to that account. You are expected to use that account for all communications with the RCA and to check your email account regularly. Any communication sent to you at this email account will be regarded as properly sent and received by you.

4. Your Tuition Fees

4.1. Tuition fees vary by programme of study. They also vary according to whether a student is liable to pay the 'Home' or 'Overseas' rate of tuition fee. Tuition

fee status is determined by government regulations and depends on factors which can include, but are not limited to, your nationality, where you live and how long you have lived there, your immigration status, and the nationality of relevant family members.

4.2. The decision made by RCA in respect of your fee status is subject to the relevant legislation in place at the time of your enrolment, therefore it usually remains the same for the duration of the programme. There are only very limited circumstances in which fee status can change during a programme. More information can be found in the UKCISA guidance.

4.3. If you do not provide the evidence requested by the RCA for the purposes of determining your fee status, you will be classed as an “Overseas” student and charged the corresponding programme fees until the requested evidence has been provided. Information regarding fees and funding is available on our website.

4.4. If you wish the RCA to reconsider your preliminary fee status you should submit a completed ‘Fee Status Questionnaire’. This form is available on the RCA website, via the Offer Holder Hub. This must be completed within 3 weeks of accepting your offer.

4.5. If you have submitted a fee status questionnaire and been given a fee status classification that you wish to appeal, you should submit an enquiry via the Applicant Portal.

4.6. By accepting your offer, you are agreeing to pay your tuition fees as set out in the Tuition Fee Policy.

4.7. RCA reserves the right to increase tuition fees in the second and subsequent years of your programme. Any increase in fees will be in line with inflation as measured by the CPI or (if applicable) the maximum government fee cap and noted on an invoice before the start of the new academic year. If you are dissatisfied with the proposed increase, you have the right to terminate your contract with RCA.

4.8. Please note that fees are payable in British Pounds Sterling. You will be responsible for paying any bank, card or transfer fees that are incurred when paying your programme fees. More information can be found in our Tuition Fee Policy.

4.9. If you are partly or fully sponsored by an external body then you must provide a valid sponsor letter before enrolment.

4.10. Where a third party is responsible for payment of your programme, it is your responsibility to make sure that such third parties make payments in line with the RCA's payment terms. In the event of non-payment of part or all fees by the sponsoring organisation, you will be personally liable and invoiced for the outstanding amount.

4.11. Late or non-payment of tuition fees may lead to the cancellation of your place on the programme, exclusion from assessments, withholding results or being unable to progress onto any subsequent year or level of a programme. Access to the RCA's buildings and IT services may also be withheld. Should tuition fees be outstanding on completion of the course, the RCA reserves the right not to issue any certificates or transcripts until all outstanding tuition fees are paid.

4.12. For compliance purposes, the RCA may require you to provide further information about all and any third party paying any deposit, programme fee(s), other fee(s) and cost(s) payable to the RCA including but not limited to the payer's name, date of birth, full residential / corporate address, relationship to you, company number (or equivalent) and the source of funds. You will be required to provide such information upon the RCA's reasonable request and without delay.

4.13. If you take a leave of absence or are required to repeat part or all of your programme, you will be charged the programme fees payable for the year that you return to your studies or that you repeat (as applicable).

4.14. If you interrupt your study or withdraw from your programme, any refunds will be calculated in accordance with the Tuition Fee Policy.

5. Other Costs

5.1. Deposits

5.1.1. Your offer letter will specify if you are required to pay a deposit to secure a place on your programme. If you are required to pay a deposit, and you do not do so in accordance with the payment terms included in your offer letter which aligns with RCA's Tuition Fee Policy, your offer may be withdrawn. Please note that deposits are non-refundable, except in certain circumstances as set out in the Tuition Fee Policy.

5.2. Additional programme costs

5.2.1. In addition to your programme fees, please be aware that you may incur other additional costs associated with your study during your time at the RCA, such as costs related to the purchase of books, paints, textiles and/or other materials in connection with your programme, printing and photocopying, field trips, joining student and sport societies and your graduation ceremony.

5.2.2. Additional costs will vary by programme, and by student. Costs associated with your practice are anticipated, and should be accounted for in your financial planning. There may be additional

costs incurred by field trips, site visits, offsite activity etc. Specific amounts for these activities will be communicated to you by your programme at the relevant time, and prior to you incurring such costs.

5.3. Living and travel expenses

5.3.1. Please note that you are responsible for your own travel and accommodation costs and for any living expenses.

5.4. Pre-sessional English Language courses

5.4.1. The RCA offers several intensive pre-sessional English for Academic Purposes (EAP) courses before the main programmes begin, to support students in getting ready to communicate at the appropriate level and with effective skills for their degree. These pre-sessional EAP courses include an additional cost, payable by the student before enrolment. The cost details for pre-sessional EAP courses can be accessed on our website.

6. Immigration

6.1. If you require a visa or other immigration permission to be able to study at the RCA, it is your responsibility to obtain the appropriate permission before starting your programme and to ensure that you have the correct permission for the duration of your study at the RCA. By accepting your offer, you agree to abide by the terms and conditions of your immigration status throughout the course of your studies at the RCA. Details of these conditions are available on the UK government website. More information can also be found on our Student Visa webpage.

6.2. If you require a Student visa to be able to study at the RCA, you must meet all the requirements set out in the Immigration Rules, the UK's Points-Based Immigration System guidance and any other relevant Home Office requirements in force from time to time, including:

(i) proficiency in the English language;
(ii) maintaining regular engagement and attendance with your programme;
(iii) checking the terms of your visa are correct;
(iv) complying with the conditions of your visa at all times for the duration of your studies;
(v) keeping your UK address, phone number and personal email address up-to-date on your student record; and
(vi) keeping to the working restrictions stated on your visa;
comply with any reasonable requests for information as required as part of our sponsor obligations, such as providing copies of your qualifications, transcripts, certificates, passport, immigration history and/or bank statements;

6.3. You must immediately notify Visa Compliance at visa-compliance@rca.ac.uk if there are any changes whatsoever to your immigration status at any time before or after enrolment and/or during the course of your studies.

6.4. The RCA is required to verify that you have the correct immigration permission to study at the RCA and to keep a copy of your passport and immigration documents on file, such as, but not limited to, eVisa and Biometric Residence Permit (if applicable). If you fail to demonstrate that you have the correct immigration permission, the RCA will not enrol you for your programme and you will be responsible for any personal costs incurred.

6.5. If you choose to withdraw or take a leave of absence from your studies, or if your registration is terminated by the RCA, this could affect the validity of your immigration status and your ability to enter and/or remain in the United Kingdom.

6.6. All international students subject to existing UK immigration permissions, who are applying to study for a qualification in certain sensitive subjects, must apply for an Academic Technology Approval Scheme (ATAS) certificate before applying for UK immigration status. If you are a student who is required to apply for an ATAS certificate, you will be notified in your offer letter and gaining this certificate will be a condition of your offer. Please note that, where relevant, it is your responsibility to renew your ATAS certificate in the event of any changes to your programme.

6.7. Please note that the UK Government has clear restrictions on the rights of sponsored students to work in the UK. In particular, undertaking self-employed work in the UK while a sponsored student is not permitted. You must abide by these restrictions.

6.8. Your offer may be withdrawn, or your studies terminated if you are an international student and any of the following points apply to you:

(i) need a visa to study in the UK and do not have one by the start date of your programme;
(ii) have not paid your deposit as set out in your offer letter;
(iii) are unable to provide the documents required as part of our sponsor licence;
(iv) provide documents which we are unable to confirm as authentic or we reasonably believe are not authentic;
(v) have failed to keep to the restrictions of your visa or to meet the conditions of your stay in the UK; or
(vi) have failed to meet, or help us to meet, any relevant Immigration Rules or other Home Office requirements.

6.9. Please note that we are required to report to the Home Office any breaches of your Student visa conditions.

7. Reasonable Adjustments

7.1. The RCA is committed to providing an inclusive and accessible environment for all students. We take seriously our duty to implement reasonable adjustments to remove barriers that put students with disabilities at a substantial disadvantage compared to those who do not have disabilities.

7.2. We therefore encourage students to disclose their disability and support needs and engage in any necessary discussion or health assessments as required by the RCA at the earliest opportunity. Early disclosure of a disability during the admissions process means that the RCA is more likely to be able to implement support before a student's arrival. Where students do not disclose their disability and support needs early on, this may lead to delays in the implementation of reasonable adjustments and as a result, support may not be able to be implemented until after a student arrives at the RCA and begins their programme.

7.3. There may be exceptional circumstances where a student:

7.3.1. may be asked to defer their entry to allow the RCA time to make the necessary reasonable adjustments; or

7.3.2. is unable to undertake a programme for a reason related to their impairment or condition despite all reasonable adjustments being made by the RCA.

7.3.3. Such cases will be assessed by Student Support and relevant programme faculty on a case-by-case basis.

8. Continuation Status

8.1. Postgraduate Research students may, at the discretion of the RCA, move to a "Continuation Status" once they have completed the research component of their programme and are writing up their thesis. Such students will not have access to the RCA's studios but will have access to the library, and will be entitled to three formal tutorials during the academic year. In these cases the student will be charged a reduced fee for each term of registration which will become payable on the first day of the term in which they are enrolling.

9. Regulations and Policies

9.1. You will be required as a condition of enrolment and as a term of the contract between you and the RCA to abide by, and adhere to, the RCA's Regulations, Rules, Codes, Policies and Procedures that apply to enrolled students as amended from time to time ("the Regulations"), which relate, among other things, to conduct and discipline, complaints, use of facilities (including IT

facilities), health and safety, administration, assessments and the requirements of academic programmes. These Regulations are available on the RCA's website at: Student policies, procedures and regulations | Royal College of Art. There are key provisions of the Regulations, of which you should be aware of.

9.2. The RCA's expectations regarding student attendance, academic due diligence and academic progress. Failure to meet these expectations may mean that you are not permitted to progress with your programme.

9.3. The RCA's rules regarding academic misconduct, including plagiarism. Breach of these rules may result in a disciplinary process and the imposition of academic penalties and/or expulsion. Further information can be found in RCA's Student Academic Misconduct Policy.

9.4. The RCA's rules regarding payment of fees due to the RCA. If you do not pay money that you owe to the RCA, the RCA reserves the right to withdraw its services and/or your right to use its facilities where it is necessary and proportionate to do so. In deciding whether to do so, the RCA will consider all circumstances of your case.

9.5. The RCA's Student Charter and Student Misconduct and Disciplinary Policy, which set out our expectations of student behaviour. Breach of the Student Charter could result in a disciplinary process which could result in expulsion from the RCA.

9.6. The RCA's Prevention of Sexual Misconduct and Harassment Policy, which sets out the procedures for reporting and dealing with allegations of harassment and sexual misconduct against members of staff and students.

9.7. The RCA's Support to Study Policy, which describes the steps the RCA may take if there are concerns about your health and wellbeing that raise questions about your fitness and suitability to continue to study.

9.8. The RCA's Code of Practice on Freedom of Speech and Meetings or Other Activities on College Premises, which sets out the RCA's expectations in relation to upholding freedom of speech and academic freedom within the law, the procedures to be followed in organising events on RCA-controlled premises and the expected conduct at such events. Failure to follow the Code could result in a disciplinary process.

9.9. The RCA reserves the right to add to, delete or make reasonable changes to the Regulations where, in the opinion of RCA, this will assist in the proper delivery of education. Changes are usually made for one of the following reasons:
(i) to review and update the Regulations to ensure they are fit for purpose;
(ii) to safeguard academic standards, for example, in response to external examiner feedback;

(iii) to reflect changes in the external environment, including legal or regulatory changes, changes to funding or financial arrangements or changes to government policy, requirements or guidance;
(iv) to incorporate sector guidance or best practice;
(v) to incorporate feedback from students; and/or
(vi) to aid clarity or consistency of approach.

9.10. Any changes will normally come into effect at the start of the next academic year, although some may be introduced during the academic year where the RCA reasonably considers this to be in the interests of students or where this is required by law or other exceptional circumstances. The RCA will take all reasonable steps to minimise disruption to students wherever reasonably possible, for example, by giving reasonable notice of changes to Regulations before they take effect, or by phasing in the changes, if appropriate. The updated Regulations will be made available on the RCA's website and may be publicised by other means so that students are aware of any changes.

10. Changes to Programmes

10.1. The RCA will use all reasonable endeavours to deliver teaching and related educational and other services and facilities required for the programme in accordance with the description given to it for the academic year in which you begin the programme. However, the RCA will be entitled to make reasonable changes to your programme or to related educational and other facilities and services where that will enable the RCA to deliver a better quality of educational experience to students enrolled on the programme.

10.2. Reasons for such changes may include:

(i) to ensure that we are continuing to provide the programme to you lawfully and/or to maintain academic standards and quality;
(ii) to reflect changes and developments in pedagogy or academic research to ensure that your programme is relevant and up-to-date;
(iii) to improve the quality of our educational and pastoral services or in response to student or external examiner or assessor feedback, or to reflect best practice across the higher education sector;
(iv) in response to relevant professional or accrediting body requirements or guidance.

10.3. Such changes may be made to:

(i) the content and syllabus of programmes;
(ii) the timetable, location and number of classes;
(iii) the structure and/or timing of the academic year;
(iv) the method of delivery of programmes, services and facilities; and/or
(v) the examination and assessment process.

10.4. In making any such changes, the RCA will aim to keep the changes to the minimum necessary to achieve the required quality of experience and will notify and consult with affected students in advance about any changes that are required. If the RCA changes your programme and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the programme, move to another programme or, if required, offered reasonable support to transfer to another provider. Further guidance can be found in our Student Protection Plan.

11. Events Outside of Our Control

11.1. Sometimes circumstances beyond the reasonable control of the RCA that could not have been prevented even if the RCA had taken reasonable care ("Events Outside of Our Control") mean that we are prevented from, hindered or delayed in providing or otherwise cannot provide the programme, related educational and other services and facilities as described.

11.2. Examples of Events Outside of Our Control include (but are not limited to):

(i) the unanticipated and/or unavoidable absence or departure of key members of staff or specialist staff;
(ii) industrial action by third parties;
(iii) power failure;
(iv) acts of terrorism;
(v) pandemics, epidemics and other threats to public health;
(vi) Fire;
(vii) severe weather conditions;
(viii) natural disasters;
(ix) political or civil unrest;
(x) damage, interruption or lack of access to buildings, facilities or equipment;
(xi) the acts or delays of any governmental or local authority;
(xii) legal or regulatory changes, including changes to government guidance;
(xiii) sanctions imposed by any country;
(xiv) withdrawal by any government or local authority of any necessary licence; and/or
(xv) insufficient uptake of a programme.

11.3. Where Events Outside of Our Control occur, we will notify you that the events have occurred and will take all reasonable steps to minimise the resultant disruption to those applicants or students who are affected, by, for example:

(i) offering the opportunity where reasonably possible to move to another programme;
(ii) deferring the start date for the programme;
(iii) delivering the programme in a different way, from another location or online, or at another time;
(iv) delivering a modified version of the same programme;

(v) assisting you to transfer to complete the programme at another institution; and/or
(vi) delivering other services and facilities in a different way, from a different location or online.

11.4. If you are not satisfied with any such steps to mitigate the disruption caused by Events Outside of Our Control, you may terminate your contract with the RCA and we will follow our Student Protection Plan. Alternatively, you make a complaint under RCA's Student Complaints Policy.

11.5. Where Events Outside of Our Control occur and the RCA is unable to take steps to minimise the resultant disruption to students then neither the RCA nor you will be liable for breach of this contract nor for continued compliance with the contract including the provision of further tuition or services, payment of further fees, making refunds of fees paid or other loss or damage of any kind.

12. Criminal Convictions

12.1. As a condition of taking your place at the RCA, you are required to disclose on a continuing basis (i.e. as soon as is reasonably practicable following the event) any relevant unspent criminal convictions by contacting the Academic Registrar at rca.registrar@rca.ac.uk. The Academic Registrar will contact you if further information is required. The RCA will only ask for information relevant to its obligations to safeguard staff and students or to comply with professional requirements.

12.2. In the most serious cases, students who receive a criminal conviction during their studies may be suspended or withdrawn and/or have their enrolment terminated, depending on the nature of the circumstance. This will only be the case following completion of the disciplinary procedure or fitness to study process, where appropriate.

12.3. Relevant unspent criminal convictions include:
(i) any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm;
(ii) offences listed in the Sex Offences Act 2003;
(iii) the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
(iv) offences involving firearms;
(v) offences involving arson; and
(vi) offences listed in the Terrorism Act 2006.

13. Intellectual Property

13.1. You will retain the rights to all intellectual property generated in the course of your studies unless one of the following exceptions applies:

13.1.1. you hold a sponsored studentship under which the sponsor has a claim on the arising intellectual property rights;

13.1.2. you take part in a funded project or funded research for which the funding has been facilitated by the RCA;

13.1.3. you participate in a research programme wherein the arising intellectual property rights are committed to the sponsor of the research;

13.1.4. you participate in a studio project or other third party sponsored project wherein the arising intellectual property rights are committed to the sponsor of the project;

13.1.5. you generate intellectual property which builds upon existing intellectual property generated by (or jointly created with) the RCA employees or associates;

13.1.6. you are, or have the status of, an RCA employee.

13.1.7. You agree to grant to us a royalty-free, non-exclusive, unchangeable, worldwide licence to use any intellectual property rights you develop in connection with your programme for any purpose associated with promoting the RCA, its activities, its students or their work and preserving the RCA's and its students' work.

13.1.8. More information can be found in our Policy on Ownership, Protection and Exploitation of Intellectual Property Rights.

14. Data Protection

14.1. You can find out more about how RCA handles your personal data and your rights in relation to data protection in our Student Privacy Notice and Data Protection Policy.

14.2. Students who are involved in dealing with other peoples' personal data (for example as part of a research project) must ensure that they abide by the RCA's Research Data Management and Data Protection Policy to ensure that they uphold the requirements of UK data protection legislation. Students should refer to RCA's Privacy Policy and Data Protection Policy, their

placement provider's or sponsor's policy (if applicable) and seek guidance from their tutor or supervisor where appropriate.

14.3. From time to time the RCA will take photographs and film on the RCA premises. These photographs and films will be used for a variety of purposes, including the production of print and digital publicity materials. The RCA will take reasonable steps to advise students, through established communication channels, when filming or photography is scheduled, and to give students the opportunity to opt out of inclusion in any photographs or videos.

15. Innovation Design Engineering (IDE) Programme

15.1. This section only applies to students completing the IDE dual degree programme with Imperial College London ("Imperial"). It does not apply to students of any other programme at the RCA.

15.2. As set out in your offer letter, successful completion of the IDE Programme will lead to an MSc award from Imperial and an MA by the RCA. Full details can be found on the Imperial College, London website. It is important that you read the Terms and Conditions for both Imperial College, London and the RCA carefully, and ensure you understand their contents fully before accepting your offer.

15.3. You will register and enrol as a student with both the RCA and Imperial.

15.4. The RCA remains responsible for the delivery of educational services to students in partnership with Imperial, who is our sub-contracting partner. You will have access to welfare and support services, including library facilities, at both the RCA and Imperial.

15.5. You will be eligible for membership at the students' unions of both the RCA and Imperial.

15.6. Whilst you are on Imperial premises, you will be required to comply with Imperial's regulations which relate to your presence on Imperial premises, including but not limited to, Imperial's health and safety policies.

15.7. The RCA will be responsible for examining students in relation to its content for the IDE programme and Imperial will be responsible for examining students in relation to its content. Students will not be eligible for either award until they have satisfied the requirements for both the MA and MSc components of the award.

15.8. Academic misconduct will be dealt with under the regulations for the institution at which the misconduct occurred. Both institutions will be consulted in either case, and will uphold the findings of any such review.

15.9. You will need to abide by the conduct regulations of the RCA whilst completing the RCA element of the programme and abide by the conduct regulations of Imperial whilst completing Imperial's element of the programme. Non-academic misconduct will be dealt with under Imperial's Ordinance E2 (Code of Discipline) in consultation with the RCA. Non-academic misconduct on RCA premises will be dealt with under the RCA Student Misconduct and Disciplinary Policy.

15.10. If a student fails to pass an examination or part of an examination on the first attempt, they will normally be set a "Referral Project". The Referral Project will be agreed by the Joint Board of Examiners of the RCA and Imperial and will normally take place at the RCA. Referral Projects for the interim examination will normally be evaluated within four months of the first attempt. Referral Projects for the final examination will normally be evaluated within nine months of the first attempt.

15.11. Students required to undertake a Referral Project will normally only be credited with a bare pass mark if successful for the Imperial award. For the Imperial award, Referral Project students are also not normally considered for a merit or distinction classification. However, where illness has affected a student's performance at an examination, or there are other mitigating circumstances, the Joint Board of Examiners has discretion to credit the candidate with the actual marks achieved in their referral examination.

15.12. Any complaint raised by a student on the IDE programme shall be dealt with by the party against whom the complaint has been raised, according to the appropriate procedures (e.g. the Student Complaints Procedure at RCA and the Procedure for Dealing with Complaints by Students at Imperial). Complaints relating to the overall IDE programme will be dealt with jointly by RCA and Imperial in accordance with RCA's Student Complaints Procedure.

15.13. Please note that the RCA will share your personal data with Imperial as required. More information can be found in your Student Privacy Notice.

15.14. If you have any questions about the IDE programme, please contact the Programme Administrator at school-of-design@rca.ac.uk.

16. General

16.1. If any provision of the contract between you and the RCA is held to be void or unenforceable in whole or in part by any court or other competent authority, the contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

16.2. The RCA's contract with its students does not confer third party benefits for the purposes of the Contract (Rights of Third Parties) Act 1999. This means

that the terms of this will only be enforceable by you and the RCA and no other person will have any rights to enforce any of its terms.

16.3. If we do not insist immediately that you do anything that you are required to do under these terms, or we delay in taking steps against you in respect of your breach of this contract, that will not mean that you do not have to do those things and it will not prevent us from taking steps against you at a later date.

16.4. The contract between you and the RCA shall be governed by and construed in accordance with the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the English courts.

17. Feedback, Appeal and Complaints

17.1. Complaints relating to admissions issues will normally be dealt with informally in the first instance and should be submitted via the applicant portal.

17.2. If you are an enrolled student and wish to complain about an action or lack of action by the RCA, or any aspect of our service, you may do so following the process set out in the Student Complaints Policy.

17.3. If you have followed the RCA's complaints procedure to completion but remain dissatisfied, you will be provided with a Completion of Procedures letter, which confirms that you have followed the RCA's Student Complaints Policy and may be eligible to make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

18. Cancellation

18.1. Right to cancel

18.1.1. You have the statutory right to cancel your contract with the RCA within 14 days without giving any reason. The cancellation period will expire 14 days after the day you accept the offer of a place at the RCA. To exercise your right to cancel, you must inform us of your decision to cancel this contract by clear statement.

18.1.2. To cancel this contract within the cancellation period, it is sufficient for you to send your communication exercising your right to cancel before the 14-day statutory cancellation period has expired. All cancellation communication will need to be raised as an enquiry via the applicant portal. Please state your decision to cancel, and attach a copy of the Cancellation Form.

18.2. Programmes that begin within the statutory cancellation period

18.2.1. If your programme is due to begin within 14 days from the date you accept the offer of a place at the RCA then, by accepting the offer of the place, you are expressly agreeing that the service should begin within the statutory cancellation period. If you subsequently decide to cancel the contract within the statutory cancellation period, you will be liable to pay a proportion of tuition fees to cover the period from the commencement of the RCA's service to you to the date of cancellation, as set out in the Tuition Fee Policy.

18.3. Cancellation after the statutory cancellation period

18.3.1. You can cancel this contract after the statutory cancellation period has expired for any reason but it is important to note that the RCA will not refund payments received from you. Depending on when you cancel the contract (in particular, whether it is before or after enrolment) you may be obliged to pay a proportion of your tuition fees, as set out in the Tuition Fee Policy.

Version	Summary of Changes	Approval Date
001	Fees increase - notification via invoice	November 2026