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Student Terms and Conditions

Contractual Agreement

This document forms part of the contractual information provided to students at the point of offer. A binding agreement is formed when a student accepts an offer of admission. This pre-enrolment contract includes the offer letter, programme specification, academic handbook, student regulations, and key institutional policies¹, which include:

- Admission Regulations and Procedures
- Academic Appeals and Complaints
- Student Disciplinary Policy
- Safeguarding Policy
- Academic Misconduct Policy
- OU Regulations
- Undergraduate Student Handbook that includes information on fees and refunds, course changes, computer policy, student code of conduct and attendance requirements.

Upon formal enrolment, the full Terms and Conditions outlined in this document come into effect. These terms govern the student's rights and responsibilities throughout their period of study.

Students are entitled to a 14-day cooling-off period from the date of offer acceptance, during which they may cancel without penalty.

These collectively define the mutual obligations of both student and institution.

If you do not act in accordance with the contract or meet our expectations outlined within the Student Code of Conduct, we may take disciplinary action against you. One of the possible outcomes of such

¹ All documents referenced can be found here:
<https://www.anatoliauniversity.edu.gr/academics/catalog-handbooks>



an action is that your contract with us may be terminated and you may be removed from your programme. See student conduct section E of the student handbook.

Students are expected to attend and participate in all of their courses throughout the term, including the first week. Those who fail to do so may be administratively withdrawn from individual courses of the College. **This may affect the students' scholarship and financial aid eligibility.**

Students are responsible for being aware of their course attendance requirements, which shall be set forth in the course syllabus, and are responsible for making up all work assigned during any absence, subject to the discretion of the course instructor. More information can be found in the ACT-OU regulations document².

Admission and Enrolment

The admission process requires applicants to submit accurate personal and academic information, official documentation, and any required qualifications. The institution reserves the right to verify all information submitted and may revoke an offer or terminate enrollment if discrepancies are found.

A deposit of €950 is required at the time of accepting the offer of admission. This requirement is part of the pre-enrolment contract and is clearly stated in the offer letter and accompanying documentation. You have the right to cancel this contract during a 'cooling-off' or cancellation period of 14 calendar days after the day you accept the offer, without the need to provide any reason.

The student must formally enrol by registering each term, attending mandatory sessions, and engaging fully in academic activities. Continued enrolment depends on meeting these responsibilities.

Tuition, Finance, and Refunds

Students are responsible for paying all tuition and associated fees by the first day of classes in each term. Financial aid and scholarships are available under specific criteria and remain subject to satisfactory academic progress.

Students who wish to withdraw must follow the institution's formal withdrawal procedures. This includes completing and submitting the official withdrawal form to the Registrar's Office. The date of submission determines the effective date of withdrawal and any refund eligibility, in accordance with the institution's published refund policy.

Withdrawal may affect a student's academic standing and, for international students, visa status. Students are strongly encouraged to consult with an academic advisor or student support services before initiating a withdrawal. Full details are available in the Program Interruption and Withdrawal

² The ACT-OU Regulations can be found here:
https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_OU_Regulations.pdf



Policy in the Student Handbook. Refunds are only processed in accordance with the published refund policy³.

It should be noted that there is no tuition or fee refund for:

- a) individual courses dropped after the first week of classes
- b) in case of total withdrawal which takes place after the fourth (4th) week of classes.

There is a 50% refund of tuition and fees ONLY for total withdrawal from classes that takes place in writing within the first four (4) weeks of classes.

Programme Changes and Early Closure

The institution may make changes to programme content, assessment methods, or delivery formats to maintain academic quality or comply with legal guidance. Following suitable consultation with students, the College reserves the right to vary minor elements of your programme from that described in the contract in order to improve the quality of educational services, in order to meet the latest requirements of the commissioning or accrediting body, in response to student feedback, and/or due to a lack of student demand for certain modules. If we propose to make a significant change to your programme (such as, without limitation, the removal of a module), we will notify you as soon as possible and in the case of the removal of a module, we will provide you with a suitable replacement module. In the unlikely event of programme closure, students will be offered alternatives or refunds where applicable⁴.

Student Responsibilities

Students must conduct themselves respectfully and in accordance with the institution's code of conduct⁵. Breaches, including academic dishonesty or harassment, may lead to disciplinary action, suspension, or expulsion. In the case of expulsion, no refunds will be provided to the student.

Students must update the institution regarding any changes to their contact details, visa status, or other important circumstances during their studies.

Attendance is mandatory; students are considered to have successfully attended a module if they are present at the 75% of lecture/lab time. Failure to do so results in the student failing the module. In this case, no refunds will be provided.

³ Information about refunds can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/Handbook_AAU_25-26.pdf

⁴ The Student Protection Plan can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Student_Protection_Plan.pdf

⁵ The Code of Conduct can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/Handbook_AAU_25-26.pdf



Institutional Responsibilities

The college is committed to providing quality teaching, accessible learning resources, and a safe and supportive learning environment. Programme commitments and academic standards are upheld through continuous review and oversight.

Cancellation, Withdrawal, and Cooling-Off Period

Students may cancel their place without penalty within 14 calendar days of accepting the offer of admission. This right is not dependent on payment of the deposit. To cancel, students must submit the institution's standard withdrawal form⁶.

If a deposit is paid at the time of offer acceptance, this does not affect the student's right to cancel within the 14-day period. In such cases, the deposit will be fully refunded, provided the cancellation is submitted within the cooling-off period using the institution's standard withdrawal form.

Following this period, formal withdrawal procedures apply. Financial penalties may be applied depending on the timing and status of the withdrawal. See section above Tuition, Finance and Refunds.

Termination of Enrolment

The institution may terminate your contract at any time if you breach any of the terms and conditions set out in this document including unpaid fees, academic failure, serious misconduct, or invalid visa status. Efforts will be made to support students prior to taking such actions.

Equality, Diversity, and Inclusion

The institution is committed to equality, diversity, and inclusion (EDI) and adheres to anti-discrimination laws under Greek and EU frameworks⁷. Students from all backgrounds are supported to thrive in an inclusive environment.

⁶ The withdrawal form can be found here: <https://forms.gle/FCZ4VXoVMHN2rCma8>

⁷ EDI Information can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Equality_and_Diversity_Policy.pdf



Data Protection and Privacy

All student data is processed in accordance with the General Data Protection Regulation (GDPR)⁸. Information is shared only when legally required or necessary to provide academic or support services.

Criminal Convictions

The institution recognizes its responsibility to protect all members of its community from harm and any form of unacceptable risks, and will make every effort to create and maintain a safe learning and working environment for all its students and staff. With respect to its commitments and its obligation towards the safety of its students and staff, the institution will seek information on any relevant unspent criminal convictions at the enrolment stage. The Criminal Convictions policy⁹ should be read alongside these Terms and Conditions. There is a requirement for enrolled students to make a voluntary declaration if any relevant conviction is received during the course of their studies. Following a criminal convictions risk assessment, it could mean that a student is unable to study a particular course or has to cease current studies.

The institution will review the disclosure to ensure that:

- The applicant/student will be able to meet the requirements of the programme within any constraints imposed by the conviction.
- The offer of a place or the participation on a programme will not in any way compromise the safety and wellbeing of the community.
- The institution can successfully support the applicant, or student within their programme.

Safeguarding

The institution recognizes its responsibility to ensure a duty of care for vulnerable adults who work, study or are involved in any related activities. The institution is dedicated to keeping student, staff, faculty, as well as vulnerable adults safe and this is of paramount importance to its day-to-day activities. Safeguarding values are promoted through its commitment to equality, diversity and respect for the dignity of all humans, especially those who are vulnerable. The Safeguarding Policy¹⁰ outlines the procedure to follow if there is safeguarding issue, all the steps involved, and how decisions are made. ACT is committed to safeguarding the welfare of all students. Information may be shared with relevant authorities in certain circumstances to ensure the safety and wellbeing of students.

⁸ The Privacy Policy can be found here: <https://www.anatoliauniversity.edu.gr/privacy-policy>

⁹ The Criminal Convictions Policy can be found here:
https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Criminal_Conviction_Policy_and_Process.pdf

¹⁰ The Safeguarding Policy can be found here:
https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Safeguarding_Policy.pdf



Academic Support Accommodations

Students requesting support or accommodations must communicate their request to the Registrar's Office. The communication must include the documentation from the relevant professional, listing the diagnosis and detailing the support or accommodation recommended. The institution will make every effort to provide the recommended accommodations. The Registrar's will inform the Academic Staff about the recommended accommodation, but it is up to the student to activate the accommodations by coordinating directly with them.

Complaints and Appeals

Students may submit formal complaints through institutional procedures. If the complaint is not resolved internally, escalation options are provided.¹¹

Academic decisions may also be appealed in accordance with established internal processes.¹²

Regulatory Framework

The college operates under the regulatory framework agreed with The Open University¹³, the approval of the Hellenic Quality Assurance and Accreditation Agency (HAHE) and complies with national and EU education standards. Students are bound by institutional policies¹⁴. Notification of changes is issued through official channels.

International Students and Visa Compliance

International students are responsible for ensuring they hold valid visas and comply with immigration laws. The institution provides assistance, but legal responsibility remains with the student.

Final Statement

By enrolling, the student affirms that they understand and agree to the terms and obligations outlined in this document and accept that it forms the basis of their contractual relationship with the institution.

¹¹ Admissions Complaints and Appeals information can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Admission_Regulations_and_Procedures.pdf

¹² Academic Complaints and Appeals information can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_Academic_Appeals.pdf

¹³ The regulations can be found here:

https://www.anatoliauniversity.edu.gr/images/act/Student-Services/AAU_OU_Regulations.pdf

¹⁴ All policies can be found here:

<https://www.anatoliauniversity.edu.gr/academics/catalog-handbooks>

