

Terms & Conditions

ENROLMENT REGULATIONS

ADMISSION

The Skills & Learning Manager reserves the right to assess the learner's suitability to benefit from the proposed course. Completion of an enrolment form and payment does not guarantee a place on a course. Skills & Learning reserves the right to insist upon any learner discontinuing attendance at any course or venue.

Places on some of our courses will be in high demand and if you have been offered a place but no longer require it, please advise us immediately, as you may be preventing another learner from taking the place. Where learners do not attend the first session without having given prior notice, Skills & Learning reserve the right to offer the place on the course to another learner and you will not be eligible to a refund if it is outside of the 14 day cooling off period (see 'Cancellation Policy').

Unspent Criminal Convictions

We require learners to disclose any unspent criminal convictions. Please refer to www.skillsandlearningbdp.co.uk/policies/

Learners studying qualification courses at other training providers

The funding bodies will only fund a learner to study a qualification with a single training provider. Where a learner studies the same qualification with another training provider, Skills & Learning reserves the right to reclaim from the learner, the fees equivalent to the loss of funding from the funding bodies.

Eligibility to Attend Courses

All our courses are available to learners aged 19 and over on 31 August. Residency (you must have been permanently resident within the EU for the last 3 years) and eligibility rules apply.

Changes in Class Arrangement

Courses are arranged on a basis of estimated demand.

The Skills & Learning Manager may change the syllabus, the day and time of any course and may cancel courses where:

- Enrolment or attendance is considered inadequate
- The course tutor is unable to continue teaching and no suitably qualified replacement tutor is available.

Where a session has to be postponed, the Service will re-schedule the session and no refund of the learner's fee will be made. Where the remainder of the course is cancelled, the Service's liability is limited to a pro-rata refund of the learner's fee.

Stationery, Textbooks and Course Materials

On most courses learners are expected to provide the textbooks, stationery and materials required for their courses. Please refer to the Course Information Sheet.

Smoking (including electronic cigarettes), alcohol, drugs or other substances are not permitted in any of our venues.

Damage to Equipment & Premises

The cost of repair of property known to have been damaged by a learner shall, on demand, be paid to Skills & Learning by the learner responsible for such damage.

Loss or Damage to Personal Property

All property, including clothing, electronic goods, bicycles and motor vehicles, brought to any Skills & Learning premises by a learner shall remain throughout, at the sole risk of the learner. Neither Dorset County Council, Bournemouth Borough Council, Borough of Poole nor the Skills & Learning Service accepts any responsibility.

HOW MUCH WILL IT COST?

Course Fees

Fees are exempt from VAT. Learners should be aware that course fees, as quoted, are subject to review only in exceptional circumstances.

Places on courses are not transferable to any other person.

Please see further details under '[How to Enrol](#)' page. These Terms and Conditions must be read in conjunction with our Learner Handbook, our Fees Policy and Course Entry Policy, all of which are available on our website: www.skillsandlearningbdp.co.uk

Eligibility for a fully funded (you pay no fee) or subsidised course

If learners have declared any false information, action may be taken to reclaim fees and any support costs provided.

Instalments

For fees over £100 it may be possible to pay 50% of the course fee before the start of the course. 50% of the total course fee must be received by Borough of Poole before the agreement is valid. This will be followed by 2 consecutive monthly instalments of 25% following the initial payment of 50%.

For course fees over £650 – please contact Skills & Learning for further information. Please note that the full fee remains payable if you cancel your place on the course outside of the 14 day cooling off period.

Please refer to the Fees Policy

at www.skillsandlearningbdp.co.uk or phone 01202 262300 for further information.

EXAMINATION AND AWARDING BODY REGISTRATION FEES

Examination and awarding body registration fees and administrative charges are included in the cost of the course.

Learners are reminded that it is their responsibility to ensure that they are entered for the correct examination by the deadline date set. Learners who do not turn up for exams and/or assessments will be charged an exam cancellation fee.

Late entries

If a learner misses the final examination entry deadline and wishes to make a late entry the learner will be required to pay a £15 centre administration fee and the awarding body late fee.

CANCELLATION POLICY

You may cancel your place on a course within 14 days of your enrolment and receive a full refund, unless:

- Full delivery of the course has taken place within this period
- Part of the course has been delivered within this period, in which case you will pay reasonable costs for this proportion of the course.

Advanced Learner Loan Cancellation only

The Student Loans Company (SLC) will only pay the fees based on the duration of your attendance. If you decide to withdraw from the course, the SLC will stop payments to Skills & Learning and you will be liable for the remaining balance of the course fee. If you have applied for an Advanced Learner Loan you will also be liable for the full course fee if the loan application remains incomplete or is later declined by the SLC.

Cancellations outside of this policy, for exceptional circumstances, are entirely at our discretion.

To request a refund please complete a cancellation form which you can find at www.skillsandlearningbdp.co.uk/terms-and-conditions/ Nothing contained within these terms & conditions affects your statutory rights.

An appropriate proportion of fees may be refunded in the following circumstances:

- A class is closed due to low attendance and/or where the number of learners does not justify continuation of the class
- A learner is unable to continue for medical reasons; a medical certificate or letter from a doctor must be supplied within 3 weeks of the last class attended to support the request for a refund
- A full refund of fees, with no administration charge will be made if a course is cancelled due to a Service failure.

Please note: **Examination fees are non-refundable after the 14 day cancellation period has expired.**

Learners should not turn up for any session without enrolling.

Impact of Learning

Where you undertake a course which is wholly or partially funded by public funding you will be required to provide information on the impact of the learning. This will be collected from you at your classes, online and/or by telephone. You cannot opt out of this responsibility.

Please retain this information for reference purposes.

Please be aware that by enrolling on a course, learners are accepting all of these Terms & Conditions.

All information correct at time of printing May 2017.