

CAMPBELL'S COLLEGE: Policy on deferrals, retakes and payment

Enrolment on one of our training courses entitles the student to the following:

- ♦ A full set of Campbell's College notes.
- ♦ Lecturer support by email and by phone at agreed times
- ♦ The marking of the pieces of work set by your lecturer in the course notes.
- ♦ Access to our student forum
- ♦ Invitations to view online lectures as applicable

This support and marking is available from the time of receiving your first distance learning mailing until the examination week in the period for which you are enrolled.

Deferral of courses

If you are unable to sit the exam at the end of the period for which you are enrolled for a particular subject with Campbell's College, you may defer until the next examination session.

You must notify the Campbell's College administration department that you do not intend to sit the exam and wish to defer your training course until the following session. We must receive notification by the **exam entry deadline** so that we can notify your lecturer and arrange for support to continue during the following exam session.

Deferrals made after this deadline will be subject to a **fee of £75.00**. You may then continue to receive your lecturer support by email and phone during the next session and may submit any **remaining** pieces of work for marking. If updated notes are necessary, these will be sent by email. You may only defer a course once unless agreed by the administration department.

Retakes

If you fail an examination and want to work through the Campbell's College Distance learning course again with full support and marking, we will charge a 'resit fee' of **£105**. Updated notes will be sent by email or post if necessary.

To work through the notes again without support is of course free!

This service is available only for the exam session following that for which you originally enrolled. After this time, notes will be out of date and we would advise enrolling for a complete new course.

Payment

Please ensure the invoice reaches the person responsible for payment as soon as possible. Payment should reach us within 30 days of the invoice date. We reserve the right to charge an administration fee if more than one reminder letter has to be sent. Please call if there are any problems and we will find a solution! We may withhold mailings if payment is not made within a reasonable time.

Distance Learning course cancellation policy: If you wish to cancel your distance learning course for any reason, contact the administration department as soon as possible.

Revision course cancellation policy: A full refund can only be given for a revision class if we are notified in writing at least two weeks before the course commences. Part refunds can be given at the discretion of the administration department.

Marking: Lecturers will try and return your work as quickly as possible but there will be times when individual tutors are away or are teaching overseas. Delays may therefore occur but we try to keep you informed. Please try and send in your work on a regular basis throughout the course. We do not set deadlines so you can be flexible but we would prefer not to receive hundreds of essays in the week before the exam.

Mailing dates: The dates shown on the confirmation are for guidance only. If you enrol early, updates may not be complete and mailings may be later than stated. **If you enrol late, we will speed up the mailings** to ensure you have everything in good time for the exam.