

CAMPBELL'S COLLEGE POLICY - *the small print* (updated Jan 2018)

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

- ◆ One full set of Campbell's College distance learning notes sent by post
- ◆ Lecturer support by email and phone at mutually convenient times
- ◆ The marking of the designated assignments set by your tutor in the distance learning notes
- ◆ Access to supplementary materials supplied online
- ◆ Access to audio lectures/video presentations online
- ◆ Access to student forums

This support and marking is available from the start of your course until the exam week in June or November depending on when you enrolled.

Deferral of courses

If you are unable to sit the exam at the end of the period for which you are enrolled, you may defer your course until the next examination sitting.

You must notify our administration department as soon as possible so that we can notify your lecturer and arrange for support to continue during the following term. **There is no charge for a first deferral.** Your tutor support will be extended until the next exams and you can submit any **remaining** pieces of work for marking. Updated notes will be available online. Printed copies of the updated notes can be supplied subject to a small postage and packing charge.

You may only defer a course once and only for the exam sitting following that for which you originally enrolled.

Subsequent deferrals will be subject to the full distance learning fee.

Re-sits

If you fail an examination and want to work through the Campbell's College Distance learning course again with support and marking, the **re-sit fee is £200**. Updated notes will be available online and will be sent by post. This service is available only for the exam session following that for which you originally enrolled unless by prior agreement with the administration department.

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 unless agreed by the administration department. 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 and may withdraw future credit facilities.**

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. Any refund will depend on how many mailings have been sent.

Revision course cancellation policy

A full refund can only be given for a revision class if we are notified in writing (letter or email) at least 7 days before the course commences. Part refunds can be given at the discretion of the administration department.

By enrolling on a Campbell's College course of study, the student agrees:

- To provide a valid email address and phone number so that we can keep in contact.
- To ensure fees are paid promptly.
- To accept that tutors are not available at unreasonable hours or at all times.
- To contact the administration department promptly if there are any problems so they can be resolved quickly.
- To inclusion of your name on our student register submitted to ICSA for statistical analysis purposes. We NEVER use or give personal data to anyone other than ICSA (who have your details anyway).
- To receive our email updates about courses.