

## CAMPBELL'S COLLEGE TERMS AND CONDITIONS (updated November 2019)

### ***Enrolment on our Foundation or on one of our Qualifying Programme 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
- ♦ Help and support from the administration and IT departments

**The tutor support and marking is available for a maximum of one year from date of enrolment. Online access is provided for 18 months maximum per course.**

### ***Deferral / Extension of courses***

When you enrol for a course, you have support available for up to one year. This gives you the option of sitting your exam in June or November. If you are still not ready to sit the exam, you can keep your online access until the next sitting for no additional fee. However if you want to renew the tutor support, you will need to re-enrol for the course.

### ***Re-Sits***

To work through a course again with full tutor support, you will need to re-enrol. However online access without support will be available free of charge until the next exam sitting.

### ***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. Refund amount 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.