

CAMPBELL'S COLLEGE TERMS AND CONDITIONS (updated November 2022)

Enrolment on a distance learning course entitles the student to the following:

- ♦ One full set of Campbell's College distance learning notes sent by post (UK students).
- ♦ Lecturer support by email and phone at mutually convenient times. Some tutors may also use zoom or teams.
- ♦ 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 and Facebook student group
- ♦ 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 or until you sit the exam if earlier. Online access is provided for longer.

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. Tutor support can be extended by payment of a renewal fee.

Re-sits

To work through a course again with full tutor support, you will need to pay a renewal fee. 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 withdraw support and future credit facilities if payment is delayed.**

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/Study day course cancellation policy

A full refund can only be given for a face to face class if we are notified at least 7 days before the course commences. There is more flexibility with zoom revision.

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 the CGIUKI for individual results and statistical analysis purposes.
- To receive our email updates about courses.
- To only send designated assignments to tutors for marking.