



## **Terms and Conditions**

### **Short Courses**

#### **ENROLLING**

To enrol on a course, you will need to make the relevant payment and complete the enrolment form.

You should receive confirmation of your enrolment automatically by email. Please check your spam folder if you have not received it. If you do not receive a copy please let us know on 0800 500 3096 or by email: [administration@lewiscollege.co.uk](mailto:administration@lewiscollege.co.uk).

#### **EQUIPMENT REQUIRED**

To study you will need to have a computer, access to the internet and Microsoft Word.

You will need the full Microsoft Office suite if studying the IT course. Your version should be 2013 onwards. You can purchase MS Office for as little as £5.99 per month - ask us for details!

You will be able to access your Learning Hub from any device connected to the internet using your log in details.

You will also need an email account to submit work to your personal tutors and for them to provide feedback.

#### **COOLING OFF PERIOD (private students only)**

You are legally entitled to a cooling off period of 14 days during which you have the right to cancel your enrolment providing you do not start your course. You do not have to provide any reason for cancelling.

If you do cancel within the cooling off period, any monies received from you up to that point will be refunded in full within 10 working days LESS 10% to cover our administration costs.

If you wish to cancel your course during the cooling off period, but have started the course, you will be refunded LESS a percentage which relates to the amount of the course you have completed and the service received.

The cooling-off period starts the day after you submit your enrolment form and make payment.

After the cooling off period has ended no refunds can be made for any monies paid.

## **COURSE TIME FRAME**

Your course is open for up to 6 months and for Teeline Shorthand 18 months. During this time you will have access to your course and full tutor support throughout your course time frame as you have reserved a place at the College during this period of time.

It is your responsibility to study at a pace to ensure you complete the course within this time frame.

In order to provide you with maximum flexibility there are no specific time frames within which you need to complete any part of the course.

You can study intensively, have a break and then resume studying or study at a regular pace to suit yourself and other commitments.

You will be provided with support and guidance as to your progress throughout your course to help you manage your studying.

If you wish to extend your course time frame after your course time frame closes you will be able to do so by paying extension fees. Details will be provided at the time.

## **LEVEL OF SERVICE**

You will access your course via our Learning Hub using your individual personal username and password which we shall provide to you by email.

You can access your course via the internet from different devices such as mobile phones, tablets and computers.

You can download the courseware to save on your computer for future reference and for you to keep after you have completed the course.

You will submit any work to your tutors by email or by uploading onto your Learning Hub.

We will respond to submitted work to provide feedback and additional guidance as required within 2 working days.

If you have a question, you can either email your tutor direct or there is a chat feature within the Learning Hub available between 9am and 5pm Monday to Friday with an offline feature available outside these hours.

We aim to respond to questions/queries on the same day they are received or as soon as possible the following day.

100% of the course can be completed through distance learning.

## **ISSUE OF CERTIFICATES**

Certificates are issued electronically via email only upon full completion of the course.

The law of England and Wales governs these Terms and Conditions.

If you have any questions you wish to ask about enrolling, please get in touch. Please ensure you have read these terms and conditions and you understand them fully.