

Terms and Conditions

The Client

The person legally responsible to pay for the training course.

The Student

The person to receive the training outlined on this enrolment form.

It is the Students responsibility to notify the college of any change of circumstances, (i.e. change of address or name or employer/sponsor or any other contact details)

Students must also keep us informed of study progress, exam preparation and exam entry. All Students must ensure that all work submitted is their own.

It is duly noted that the person paying for the course and entering into this agreement can be an employer and may not be the student.

The Agreement

Means the entire agreement between DLC Training and the client/student comprising these conditions, the enrolment form and any payment options agreed to in relation to the Distance learning package.

The Enrolment Form

Means the enrolment form completed by the Client or student and submitted to DLC Training (together with payment for the distance learning package) detailing the course(s) which the client/student has enrolled on and specifying, the fees payable by the client/student to DLC Training.

Course Fees

Although every effort will be made by DLC Training to advise students as to the best course for them based upon the information provided by the student, it is the student's responsibility to ensure that they select the correct level and course of study.

Unless specifically stated, course fees do not include additional text books but do include all study material enabling you to pass your course.

- Course fees do not include provision of software needed to access our study material by e-Study; we will however endeavour to supply the information using the software requested.
- The "Full Course" fee is a discounted rate for paying your fees in full before commencing your course.
- The study and support aspect of your course fee has been calculated on the basis that you study to the agreed timescale on the whole submitting 1 piece of work a week.
- Your course fee has also been calculated on the basis that we supply materials to a students typical performance studying a course. This is the length of study you have paid for, ***please refer to the study periods section.***
- We will supply materials or a new unit login around 3 weeks from the end of each unit of studies, on the basis of work submitted or on the basis of DLC Training being satisfied as a result of discussion that you are in fact at that point. Students must request next unit materials via the learning hub or student admin.
- Exam, Assessment and Institute Membership fees are not included in the standard course price.

Payment Terms

Payment terms for all DLC Training invoices are as stated on the Invoice and are normally 14 days unless otherwise stated.

Anyone entering into a direct debit/standing order arrangement that stops paying will become immediately due to settle the full outstanding balance.

Full course fees must be paid as agreed at the time of enrolment.

Waiver Option

If you wish to start studies immediately then you need to sign the waiver. Once you have signed your waiver you are fully committed to the course and we will put in place all the necessary resources that you need to achieve your goals and make a success of your course. This will include a high degree of administration set up procurement of course materials induction and online platform set up.

Anyone paying by credit card that instructs the credit card company to return the payment to them having signed the waiver will still be committed to paying the balance to DLC Training. We will contact you to settle the balance with us using a different payment method. The balance will remain due to DLC Training in full.

Anyone paying via a Pay4later loan agreement that cancels their loan having signed the DLC Training waiver will still be committed to paying the balance to DLC Training. We will contact you to settle the balance with us using a different payment method. The balance will remain due to DLC Training in full.

Cooling off period

Your 10 day cooling off period starts when you give verbal or written commitment to DLC Training that you wish to enrol/study/place an order or proceed with one of our products. All calls are recorded allowing clarity for both parties when this commitment is made. For the avoidance of doubt your cooling off period is 10 calendar days.

Once you have given commitment to a course using any form of clear wording then a cancellation fee becomes due within the cooling off period. This is necessary to cover the major costs that we have in setting up your studies administratively and in putting all the necessary resources in place. You can find a table of cancellation fees on the next page.

If during the 10 day cooling off period you wish to cancel your course then you must do so in writing within the ten day period. Cancellations will be accepted by email or in writing as long as they are received before the end of the cooling off period. SMS, Whatsapp, livechat, Twitter, Facebook messages are not accepted by DLC Training After which DLC Training will consider your enrolment to be active and will commit to the necessary costs to provide you with your course of study. After the 10 day cooling off period the refund policy applies in full. You should write to or email the person who took the original order from you.

Anyone outside of the 10 day cooling off period paying by credit card that instructs the credit card company to return the payment will still be committed to paying the balance to DLC Training. We will contact you to settle the balance with us using a different payment method. The balance will remain due to DLC Training in full.

Anyone paying via a Pay4later loan agreement that cancels their loan after the 10 day cooling off period will become due to pay the full balance to Distance Learning. We will contact you to settle the balance with us using a different payment method. The balance will remain due to DLC Training in full.

| Canceling within the cooling off period attracts the following fee: | |
|--|------|
| Level 1 and 2 Courses | £75 |
| Level 3 Courses | £85 |
| Level 4 Courses | £95 |
| Level 5 Courses | £105 |
| Level 6 Courses | £110 |
| Level 7 Courses | £125 |

If the client/student fails to comply with any terms of this agreement, DLC Training shall be entitled to recover from the customer the reasonable costs, expenses and losses incurred by DLC Training as a result of locating the customer, communicating with the customer and collecting any unpaid sums. Such sums shall be payable to DLC Training upon demand. In the event of legal action for breach of the payment obligations, the customer will be responsible for all costs and expenses allowable by the court if an award is made in favour of DLC Training.

If a client/student has opted to pay by payment plan they must adhere to the agreement set out at point of enrolment paying the instalment amount as agreed and to be received on or before the 28th of each calendar month. It is a student's responsibility to ensure that payments are received on time and as agreed - if the student/client wishes to amend their payment details or agreed payment schedule at any point during their studies a period of 7 working days notice must be provided.

Late payments will be subject to a £25 administration charge for each calendar month. A late payment will be defined as any payment not received on the calendar date agreed to at point of enrolment. Payments that are late for a period of 2 months will result in a course suspension. After two months of non payment a student will be notified that their course is subject to suspension - failure to rectify an outstanding balance within 14 days of this notification will result in the full outstanding balance becoming immediately due.

Failure to settle the outstanding balance once it becomes due will result in the debt being put into the hands of a debt collection agency. For overseas students you will have the debt registered meaning that you will not be able to study further with any UK organisations. DLC Training May also take action to inform the relevant institutes and awarding bodies of failure to settle outstanding balances.

Program of Study

The program of study may vary in accordance with necessary quality improvements or changes in educational practices or technology. As an organisation delivering a high quality service we reserve the right to make changes to practices between ourselves and our students. We reserve the right to:

- Change the way that we deliver the course.
- Change how students submit work.
- Provide studies in a range of formats, distance learning using email or learning platforms as a tool or other Internet / I.T. based solutions were possible.
- Change develop and advance learning platforms.
- Provide course materials in a range of formats, including if we have to change the format of materials supplied to students in line with our suppliers making changes, without penalty or refund.

Study Materials

All study materials are protected by copyright. You may retain them solely for your own instruction.

Study materials may be provided in the form of paper, CD, downloadable file format or online learning platform. DLC Training reserve the right to supply materials in any of the formats given as dictated to us by our suppliers as circumstances arise.

Changes to material supply can take place and again DLC Training reserve the right to change study process and materials in line with developments and the high standards of quality we have to adhere to.

DLC Training will always endeavour to provide the materials as advertised and as requested by the student.

Starting your Studies

It may take up to eight weeks from application approval normally triggered by receipt of payment to DLC Training to provide start up materials once the standard 10 day cooling off period has passed. DLC Training will always endeavour to supply materials as soon as is possible. If for reasons outside of our control it takes longer than eight weeks then our refund policy still applies in full.

Your study period begins 14 days after you receive our initial welcome email that includes your enrolment form. Alternatively, if you complete the enrolment form prior to the 14 day deadline, your study period will commence on the day that the form is returned to DLC Training.

Study Period

The time period within which DLC Training offers full support to a learner without additional tuition costs. DLC Training will monitor student performance to the end study period but ultimately it is the students responsibility to ensure that they complete their course of study within the study period as laid down (please refer to the 'Study Periods' section of this document).

Your study period does not start until we dispatch your materials or provide you with your learning platform log in. So once you have access to course materials your study period has begun.

If the student does not complete studies in this manageable time then the student can continue studies once an additional fee has been received by DLC Training. See the study periods and maximum study periods listed within these Terms and Conditions.

Study Support

The College will provide a Tutor and a mentor to support you with your studies. Please note there may be fluctuation in levels of service and support during busy periods. DLC Training will take action to prevent this where possible and will ensure that this does not impact upon exam preparation.

Students must take responsibility for the time they take to study a program and must login writing any issues that they have with the college that delays their studies in anyway, if in the unlikely event this happens.

Support is provided on the basis of the student working to the agreed timescales.

If a student submits more than 1 piece of work at a time then we will always attempt to mark and feedback work as quickly as is possible. But under these circumstances we reserve the right to mark work at a rate of 1 piece per week. The rate at which work is marked may fluctuate from time to time depending on demand.

Institute Membership

All Students wishing to study an Institute course **MUST** be registered with the relevant Institute prior to examinations.

It is the student's responsibility to maintain membership; without which a certificate cannot be awarded, and to pay the Institutes's annual fee.

Examinations

Exam fees are not included in the price unless stated and will be advised at the appropriate time.

It is the responsibility of the student to apply at the correct time to take the exams.

It is the responsibility of the student to make sure they are ready for exams at the time of sitting them.

Study Outside of the United Kingdom

If the client/student orders materials to be delivered outside of the UK, they may be subject to import duties and taxes which are levied when the delivery reaches its specific destination. The client/student will be responsible for payment of any such import duties and taxes. Please note that DLC Training has no control over these charges and cannot predict their amount.

The client/student shall comply with all applicable laws and regulations of the country for which the Distance learning package is destined. DLC Training will not be liable for any breach by the client/student of any such laws.

Intellectual Property Rights

As between the client/student and DLC Training all intellectual property rights and all other rights in the materials remain with the original authors/material suppliers. In consideration of the payment of fees, DLC Training grants the customer the non-exclusive, non transferable right to use the materials for his or her non-commercial private use and study. If this agreement terminates, the licence shall automatically terminate and any learning platform downloaded materials or other resources should be deleted immediately.

Confidentiality

The client/student shall keep in strict confidence all materials and other confidential information concerning the DLC Training business or its products which the customer may obtain. The customer may disclose such confidential information as may be required by law, court order any government or regulatory authority.

The client/student shall not use any confidential information provided by DLC Training for any purpose other than for his/ her personal use, including private study and external examinations.

Limitation of Liability

The total liability arising in connection with the performance, or contemplated performance, of this agreement, shall be limited to the price paid by the client/student for the Distance learning package.

Refund Policy

DLC Training will not offer any refund once the 10 day cooling off period has passed. This is due to the specialist nature of DLC Training's delivery. Once 10 days has passed then the client/student is committed to their course of study and DLC Training will commit to its suppliers as well as allocate the internal resources required for the client/student to make a success of their studies. At this point no refunds can be made.

If the client/student signs the waiver to the 10 days then with effect the client/student is immediately committed to the course of study and this refund policy applies with immediate effect.

Entire Agreement

This agreement and the documents referred to in this document override any other communication, document or representation made by us, either in writing or verbally. These terms and conditions are the entire understanding between you and DLC Training about the programme of study and replace any other undertakings or representations

You are prohibited from assigning or transferring it or any of the rights and obligations under it to a third party.

Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Contracts (Rights and Third Parties) Act 1999.

Failure to enforce any of the provisions of this agreement will not constitute a waiver of any provision and will not affect right to enforce that or any other provision.

If any provision of this agreement is or becomes void, illegal, invalid or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions.

Governing Law and Jurisdiction

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including none-contractual disputes or claims), shall be governed by, and construed in accordance with the laws of England and Wales.

Data and Privacy Protection

When you enter into a relationship with us, you are giving us the right to hold and process your personal data, including sensitive personal data. We will process your personal data in accordance with the General Data Protection Regulations 2018 and our policies on data and privacy protection. We will share your data with third parties in accordance with our policy on data and privacy. We shall remain the data controller of your data. A copy of our Data and Privacy Policy can be accessed on our website or requested from us at any time.

By signing this document I am agreeing to the terms and conditions.

Name of Signee:

Signature: Date:

Study Periods - Full support is offered for the “STUDY PERIODS” listed below

| Chartered Institute of Purchasing & Supply (CIPS) | |
|--|---------------------|
| Level | Study Period |
| 2 | 18 Months |
| 3 | 18 Months |
| 4 | 24 Months |
| 5 | 24 Months |
| 6 | 24 Months |

| Chartered Institute of Logistics & Transport (CILT) | |
|--|---------------------|
| Level | Study Period |
| 2 | 12 Months |
| 3 | 18 Months |
| 5 | 24 Months |
| 6 | 24 Months |

| Chartered Management Institute (CMI) | |
|---|---------------------|
| Level | Study Period |
| 2 Award | 3 Months |
| 2 Certificate | 6 Months |
| 2 Diploma | 18 Months |
| 3 Award | 3 Months |
| 3 Certificate | 6 Months |
| 3 Diploma | 18 Months |
| 5 Award | 6 Months |
| 5 Certificate | 12 Months |
| 5 Diploma | 18 Months |
| 5 Extended Diploma | 24 Months |
| 7 Award | 6 Months |
| 7 Certificate | 12 Months |
| 7 Diploma | 18 Months |
| 7 Extended Diploma | 24 Months |

| Institute of Leadership & Management (ILM) | |
|---|---------------------|
| Level | Study Period |
| 2 Intro | 6 Months |
| 2 Certificate | 12 Months |
| 3 Intro | 6 Months |
| 3 Certificate | 12 Months |
| 3 Diploma | 24 Months |
| 4 Award | 6 Months |
| 4 Certificate | 18 Months |
| 4 Diploma | 30 Months |
| 4 Award | 6 Months |
| 4 Certificate | 18 Months |
| 4 Diploma | 30 Months |

| Institute of Supply Chain Management (IoSCM) | |
|---|---------------------|
| Level | Study Period |
| 2 Award | 6 Months |
| 2 Certificate | 12 Months |
| 2 Diploma | 24 Months |
| 3 Award | 6 Months |
| 3 Certificate | 12 Months |
| 3 Diploma | 24 Months |
| 5 Award | 6 Months |
| 5 Certificate | 12 Months |
| 5 Diploma | 24 Months |
| 6 Award | 6 Months |
| 6 Certificate | 12 Months |
| 6 Diploma | 24 Months |

| Association of Accounting Technicians (AAT) | |
|--|---------------------|
| Level | Study Period |
| 1 Access | 12 Months |
| 1 Bookkeeping | 6 Months |
| 1 Accounting | 12 Months |
| 1 Computerised Accounting | 6 Months |
| 2 Certificate in Bookkeeping | 6 Months |
| 2 Certificate in Accounting | 12 Months |
| 2 Diploma Accounting & Business | 24 Months |
| 2 Award Computerised Accounting | 3 Months |
| 3 Certificate Bookkeeping & Ethics | 12 Months |
| 3 Diploma in Accounting | 12 Months |
| 4 Diploma in Accounting | 18 Months |

| Chartered Institute of Personnel & Development (CIPD) | |
|--|---------------------|
| Level | Study Period |
| 3 Award | 3 Months |
| 3 Certificate | 15 Months |
| 3 Diploma | 18 Months |

This does not mean that the college will stop your studies; it just means that we may need to discuss additional payment for ongoing tuition support.