

TERMS AND CONDITIONS

General conditions

1. To be eligible for a course place with ESFA contributing towards its cost you need to be able to satisfy ESFA funding rules: you need to be 19 years of age as at 31 August 2018, able to meet the residential eligibility requirements, and prove your identity.
2. If you do not meet the ESFA eligibility rules you can enrol onto a course by paying a full cost recovery fee rate (currently £5.00 per hour). You are entitled to attend a course with a free place once to achieve your aims - you can attend the course again, however you may be asked to pay a full cost recovery rate.
3. To enrol for a course you are required to sign the learning agreement on the enrolment form. On the course you are required to complete an individual learning plan.
4. If you have a condition that could affect your learning in any way or require additional support with your learning it is your responsibility to inform your course tutor so that reasonable adjustments can be made.
5. Under the terms of our student charter all learners are required to be punctual for their class, to attend regularly, and show respect towards staff and other learners. If you are unable to attend a session please let us know beforehand.
6. Whilst every effort is made to ensure that the course guide and brochure is accurate we reserve the right to make amendments or cancel courses. Telephone us for up to date information or view our online course details at the following addresses:
www.webenrol.com/slough for courses in Slough and www.webenrol.com/rbwm for courses in Windsor & Maidenhead.
7. We are unable to accept responsibility for any damage to or loss of student property (including motor vehicles) or work.
8. If you do not hear from us to the contrary, please assume that your course will be running.

Payment of fees

9. When you enrol you are agreeing to pay the total cost for the whole course.
10. To confirm your enrolment onto a course you need to pay the total cost requested when you enrol.
11. If you pay cheque please make it payable to "Slough Borough Council." An administration fee of £20 will be charged for dishonoured cheques.
12. If you are claiming a fee reduction you need to visit a centre with evidence, for instance, the benefit you are claiming.

Additional costs

13. You may need to pay additional costs - these are indicated on the brochure and will be included in the cost of your course at enrolment. If you have a fee for an examination this must be paid before you are entered for a place. You will be informed at enrolment if there is a charge for materials to support learning or if you will need to bring your own resources e.g. flowers. If you require other services (reference letters, replacement certificates, and repeat examinations there will be an administration charge for these.

Cooling off

14. When you enrol on to a course we have a 'cooling off' period before the course starts - a seven day period beginning from the day you are enrolled on the system or the date on the receipt whichever is later. During this time you will have the right to cancel the course and obtain a full refund.

Refunds and transfers

15. If you withdraw from a course you will not be eligible for a refund. In exceptional cases, and at our discretion, we will support your request transfer to another course; we will charge a £10 administration fee. You will be liable to pay any additional fees relating to the new course.
16. If we have to amalgamate, reduce the number of sessions or cancel a course within the first three weeks we will aim to offer you a suitable alternative course. If this is not possible then we will refund the fee in full. If a course is cancelled after the first three weeks we will offer a pro rata refund to learners who have attended at least 80% of the sessions.
17. It may sometimes be necessary for reasons out of our control to make minor changes to a course, for example, another location within reasonable distance, the tutor, slight changes to the timing or the content. Refunds are not normally given in these circumstances.
18. If we have to cancel a lesson we will offer you an additional lesson at another reasonable time. If we have to reschedule a lesson we will promptly contact you to inform you of this to ensure that you can make arrangements to attend.
19. If you request a refund relating to a medical condition we require proof of a doctor's certificate. If this is accepted you will receive a proportional refund of the fees paid in relation to the number of classes remaining. The refund will be dealt with from the date the doctor confirms their medical condition. There will be a £10 administration charge for each refund. You will be asked to complete the refund application form (in the policy on the adult learning page of www.slough.gov.uk).

Data

20. For information about how we use your personal information please read the learning agreement and declaration in your enrolment form. On the enrolment form you are required to sign that the information you have provided is accurate and that you understand the statement relating to data protection and media consent.
21. The Education and Skills Funding Agency (ESFA), Ofsted, and ourselves, all run learner surveys, and, for the ESFA and Ofsted, we are required to invite you to take part in these. In addition we are required to contact you about your course after you have finished to find out how your course has helped you. These surveys and enquiries may be carried out by a third party.