

ON COURSE SOUTH WEST

ENROLMENT TERMS AND CONDITIONS KEY FACTS 2017-2018

To be read in conjunction with the Course Information Sheet prior to enrolment. Full Enrolment Terms and Conditions are available either on our website or by request.

We regret we are unable to accept under 19s on any of our courses under these Terms and Conditions, due to Education and Skills Funding Agency funding restrictions. You need to be 19 before 1 September 2017 to enrol. This means you will have been born on or before 31 August 1998.

Your fee-paying status (full course fee or concessionary fee) on the first day of the course remains with you for the duration of that course even if your financial status changes. Therefore, if you are paying for part of your course using our payment plan system, you are still liable for any fees proven to be outstanding against your payment plan.

An enrolment (place on a course) is not transferable to another person.

Payment of Fees

Places on courses cannot be reserved without payment, proof of benefit or self-declaration form (if applicable), or a letter from your employer confirming that they will pay the total course fees.

Online - using a debit or credit card.

By Cash – in person only at **Hyde Park House, Mutley Plain, Plymouth, PL4 6LF**

with your fully completed and signed enrolment form and proof of benefit or self-declaration, if applicable.

By Cheque or Postal Order – either in person at **Hyde Park House, Mutley Plain, Plymouth, PL4 6LF**

or by post to the same address. If you are claiming a concessionary course fee, please also attach a copy of your proof of benefit or self-declaration form. Please make the cheque or postal order payable to **ON COURSE SOUTH WEST**.

By Debit/Credit Card – either in person at **Hyde Park House, Mutley Plain, Plymouth, PL4 6LF**, or by telephoning 01752 660713, having previously received an enrolment pack. We will complete the enrolment form for you whilst on the telephone. We will need to speak to the cardholder when we process the payment. If you are claiming a concessionary course fee, you can only **enrol by telephone** if a copy of your proof of benefit has been seen beforehand.

By Payment Plan – while our courses offer excellent value for money, we are aware that for some of our learners it would be helpful to be able to spread the payments. For that reason, and for personal enrolments there is a payment banding system available to make payment for individual courses easier.

- **Band 1** – individual courses with a fee of less than £250, and **under** 15 weeks duration, to be paid in full on enrolment.
- **Band 2** – individual courses with a fee between £200.00 and £500.00, and **over** 15 weeks duration, require 25% of the total course fee to be paid on enrolment. The remaining balance to be paid in 3 equal instalments once your course has started.
- **Band 3** – individual courses with a fee between £501.00 and £1,000 require 25% of the total course fee to be paid on enrolment. The remaining balance to be paid in 8 equal instalments once your course has started.
- **Band 4** – courses costing over £1,000 require learners to contact the Finance Team to agree individual payment plans unless paying in full. Call **01752 660713** or email **finance@oncoursouthwest.co.uk**

All agreed instalments will be managed by Direct Debit method and will incur an additional administration fee of 1% or £5 whichever is greater. Keeping up to date with payments to On Course South West is a necessary part of your enrolment. Failure to do so may affect your credit score. Should you default on your agreed direct debit plan, we may seek to recover the remaining outstanding balance in full. If you are experiencing financial difficulty, please contact the Finance Team to discuss your options.

On Course South West may withhold any certificates if there is an outstanding debt.

If your employer is paying for your course - we require a letter from your employer on their company headed paper, with your enrolment form stating that they will pay the total fee for the course. We will arrange for an invoice to be sent. The employer will not be eligible for any concessionary fees or have the option to pay by instalment.

Please be aware that should you withdraw from a course, you or your employer will be still liable for the full cost of the course.

Reduced/Concessionary Fees

If the third character of your course code is **an A**, a reduced fee is available for persons receiving Job Seeker's Allowance, Employment Support Allowance, Universal Credit and Working Tax Credit (both with household income under £16,010), Housing Benefit, Income Support, Pension Credit or Council Tax Benefit.

If the third character of your course code is **a F**, a reduced fee is available for persons unemployed and receiving Job Seeker's Allowance, Employment Support Allowance, Universal Credit, (both work related only) or enrolling on a first full Level 2 aged 19-23.

There are other concessions available for learners enrolling on courses where the third character of the course code is a F – please discuss with a Learning Adviser.

To pay a reduced/concessionary course fee you will need to provide evidence that you are entitled to it.

Evidence of benefits must confirm receipt of benefit at the time of enrolment or start of the course. Evidence must indicate the recipient's name, the type of benefit claimed and the period the benefit claim covers (dependants not automatically eligible for full fee concession). Without evidence, you will need to pay the full cost.

Some courses do not have reductions/concessions.

Refunds

Refunds are not generally given.

However, when a course does not start and is cancelled by the Company a full refund will be granted.

There are specific circumstances where partial or full refunds can be made. See our Full Terms and Conditions 2017-18 for details. When issued, these refunds are subject to an administration charge.

Please note: fees will only be refunded to the person who paid. Fees will be refunded by cheque if you pay by cash or cheque.

Material costs

For some courses, you will need to buy books and/or other materials. This should be shown on the course information sheet. Please do not buy any materials before the course begins as refunds will not be given if it does not run.

The Learner Registration Service

Some of the information you supply will be used by the Education and Skills Funding Agency to fulfil its statutory functions, issue and/or verify your Unique Learner Number (ULN) and up-date and/or check your own Personal Learning Record (PLR). Further details of how your information is processed and shared can be found at www.gov.uk/government/publications/lrs-privacy-notice

Address: On Course South West, Hyde Park House, Mutley Plain, Plymouth, PL4 6LF

Telephone: 01752 660713

Email: info@oncoursesouthwest.co.uk

Website: www.oncoursesouthwest.co.uk