

Financial Terms and Conditions Alpha to Omega (Hornsby Course) and Dyslexia Action Short Courses

Please read this information carefully. It is the responsibility of all candidates to ensure that the terms and conditions for the course they enrol on are followed and that Dyslexia Action receives payment as instructed. Failure to pay fees in full could result in refusal of a course place or an award or qualification.

1. Programme Registration

- 1.1 In order to process applications the following **non-refundable** fees are payable in advance and must be sent with your application:
 - An administration and booking fee of £50.
 - A Criminal Records Bureau (CRB) check where required at £50.00Booking fees will be deducted from the full course fee. Please note that we are unable to process applications without receiving booking fees in advance.
- 1.2 Following satisfactory completion of the admissions process a letter will be sent with the offer of a final place on the course once it has been confirmed and an invoice for the fees will be sent to the candidate (or directly to their sponsor with a copy of the invoice to the candidate).

2. Candidate Responsibility

- 2.1 Once a candidate has accepted a place on a Dyslexia Action training programme they are responsible for ensuring the payment of all fees before the start of the course, even if the fees are being paid by a sponsor or other third party.
- 2.2 In some cases payment terms can be agreed prior to the start of the course, see Payment Methods, Section 4.

3. Payment Information

- 3.1 Please quote the invoice number on all correspondence and payments.
- 3.2 All payments must be made in Pounds Sterling (GBP).
- 3.3 Please note that the candidate/funding organisation is liable for all bank charges, including currency transfer charges, if sending money by BACS or from overseas.

4. Payment Methods

- 4.1 Payments may be made by a single credit or debit card payment, cheque payment or bank transfer (bank details are enclosed).
- 4.2 Dyslexia Action accepts VISA, MASTERCARD or ACCESS only. We are not able to accept any other forms of credit card.

- 4.3 Payments by instalments may only be made by self-funded candidates for a course lasting twenty weeks or longer.
- 4.4 The following conditions apply to payments made by instalments:
- a. The fee schedule for the specific course and enrolment period will give the exact payment dates numbers and frequency of payments to be made.
 - b. Payment may be made by Standing Order payments through a nominated bank
 - c. Dyslexia Action shall require a copy of the payment schedule you have set up with your bank and £50 will be added to the overall costs to cover additional administration charges.

5. Cancellation

- 5.1 Dyslexia Action Training and Professional Development reserves the right to cancel any programme where candidate numbers are insufficient to warrant the course taking place. In this case candidates will be offered places on alternative programmes or a full refund of fees will be made.
- 5.2 Candidate cancellations must be made in writing by email or by post.
- 5.3 The non-refundable booking fee(s) cannot be returned once the booking form has been received by Dyslexia Action Training and Professional Development and if a candidate subsequently cancels their place.
- 5.4 **Cancellation of Short Courses (up to 10 weeks in length)**
- 5.4.1 Candidates who cancel 6 working days or more before the course start date will not be liable for course fees. Where fees have been paid in advance these will be refunded in full, minus the appropriate booking fee(s).
 - 5.4.2 Candidates who cancel 5 working days or less before the course start date will be liable for the full fees including the booking fee(s).
- 5.5 **Cancellation for the Alpha to Omega (Hornsby Course)**
- 5.5.1 Candidates who cancel 15 working days or more before the course start date will not be liable for course fees. Where fees have been paid in advance these will be refunded in full, minus the appropriate booking fee(s). Candidates will be able to defer their place (see Section 6, Deferral).
 - 5.5.2 Candidates who cancel 14 working days or less before the course start date will be liable for the first two months fees in addition to the booking fee(s).

6. Deferral

- 6.1 Deferral is defined as not starting the course at the time expected but starting at a later date.
- 6.2 **Deferrals made 15 days or more before the course start date**
Should a candidate wish to defer their place on a course for which they have been accepted, Dyslexia Action must be informed in writing at least 15 working days before the start of the course.
- 6.3 **Deferrals made 14 days or less before the course start date or once the course has started.**

Should a candidate wish to defer their place on a course for which they have been accepted, 14 days or less before the course start date or once the course has started, then the first four months of the fees are payable in full plus the booking fee(s). These fees will not be refunded in the event of withdrawal (See Section 7).

- 6.4 Fees or the balance of fees will normally be held over until the next course date selected. Please note that any course fee increases will be payable on resubmission for a course. The candidate will be required to re-register for the selected course date and should contact the Admissions Office directly.

7. Withdrawal

- 7.1 Withdrawal is defined as a candidate leaving a course which they have started before the programme is completed.

7.2 Withdrawal before the course start date or once a course has started.

Candidates who wish to withdraw before a course has started should refer to the Cancellation Rules in Sections 5.4 and 5.5.

7.2.1 Withdrawal from short courses (10 weeks or less in length)

Once a short course has started withdrawal is not permitted and the full course fees are payable.

7.2.2 Withdrawal from the Alpha to Omega (Hornsby) Course

Once a candidate has started on the Alpha to Omega (Hornsby) Course the following fee payments apply:

- Withdrawal during the induction course of the programme: one months' fee, booking fee and cost of CRB check will be deducted from the course fee.
- Withdrawal or failure at Unit 1 of the programme: two months' fees, booking fee and cost of CRB check will be deducted from the course fee.
- Withdrawal or failure at Unit 2 of the programme; three months' fees, booking fee and cost of CRB check will be deducted from the course fee.
- Withdrawal or failure at Unit 3 of the programme; four months' fees, booking fee and cost of CRB check will be deducted from the course fee
- Withdrawal or failure at Unit 4 of the programme: £1000 plus booking fees.
- After Unit 4 on the programme the full course fees are payable, no refunds will be made.

7.2.3 Leave of absence

Leave of absence is defined as taking specified and tutor agreed time out from the current course and rejoining at a later date. Before coming to a decision to withdraw candidates are advised to consult with their tutor and/or Course Director to discuss whether 'leave of absence' can be arranged as an alternative to withdrawal. If course fees are paid by instalments and a period of leave of absence is granted, then course fee payments should be continued as originally agreed.

8. Further Information:

For further information about student funding visit:

<http://www.direct.gov.uk/en/EducationandLearning/Index.htm>

9. Contact Details

For further help and advice on our Professional Development programmes and short courses please contact:
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