



THE DISTANCE LEARNING PARTNERSHIP

PO Box 52 East Horsley Great Britain KT24 6YQ
www.distancelearningpartnership.co.uk

CONDITIONS OF ENROLMENT & SERVICE AGREEMENT

Thank you for enrolling with us. Our objectives are to help you to pass your exam or to complete your training with a high grade through your studies and our tutorial guidance.

CONDITIONS OF ENROLMENT

You undertake to:

- Ensure that you satisfy any exam entry requirements and that you are able and eligible to take the exams.
- Arrange your own exam entry through the appropriate examinations board.
- Pay your course fees either in full with your application or by an initial deposit followed by regular monthly instalments commencing the month after enrolment.
 - Advise us of any change in your exam date, let us know your exam result, and keep us informed of any change in your address during the currency of the course.

We undertake to:

- Provide study material and correspondence tuition in accordance with the syllabus current at the time of your enrolment, subject to any other agreement.
- Mark and return your assignments, and answer any tutorial queries, promptly.
- Service your course for up to **12 months** from enrolment date/despatch date according to specification – please note that this does not include the provision of new textbooks.

OUR SERVICE AGREEMENT

- We employ only suitably qualified Tutors on each course.
- You are entitled to send the course Assignments for marking whenever you wish during the currency of the course (but please note that no reminder will be sent).
- You can contact your Tutor by letter, telephone, or e-mail where available, for guidance if you meet with any difficulties in studying the course material.
- No refund of fees is made if you cease to study the course, but if you return the course material in good condition, i.e. fit for re-issue, by recorded delivery **within 30 days** of first enrolment we will refund your course fee less post & packing charges and a deduction of £10 per Assignment for any Assignments marked.
- If you have not finished your course at the end of the service period, or if you wish to continue in order to improve your exam result, we will provide a 12 month extension for 25% of the current course fee (price excluding any new textbooks).
- Our material, and that of our Course Providers, is copyright and purchase or enrolment carries no right to copy the material without the express permission in writing of The Distance Learning Partnership or of the Course Provider.

⇒ Please note that your course has a 'use by' date as shown above. We allow 12 months, or 24 months in some cases, to ensure that you have ample time to complete the course allowing for possible disruption due to personal circumstances. We advise starting your course promptly to make the best possible use of the service period. The service period starts from when your material is sent and expires at the end of the same month the following year.