



DistanceLearningCentre.com Ltd.

Course Agreement (Financial)

- 1. We debit your regular fees automatically using Repeat Payments each time they are due.** Once you have paid your Enrolment Fee online, you do not need to keep logging in to pay. **Your first instalment will become due and we will debit it automatically on the day you start the course.**
- 2. The date you have set for your course to start is a Target Start Date.** If you have not uploaded the required documents by this date your start will be delayed and our system will advance your Start Date (and therefore your first payment date) each day until your Enrolment has been completed and we can allocate your tutor.
- 3. Payments are always debited on your Default Card.** A card can only be set as your Default Card once a successful payment has been made on it. So if you want to add a new card as your default you can change cards by logging in **BEFORE** your next fee is due and either paying the fee in full or making a small payment and then setting it as your default. If you make a small payment the next debit will be reduced by that amount. **If you make a payment on a different card than you normally use for your fees** or if a friend/relative has agreed for you to make a one-off payment from their card, **do not set this as your Default Card.** If you do, future payments will continue to be debited on that card and **we cannot be held responsible for debiting from the 'wrong' card,** if you do not use our system to manage your cards.
- 4. Course Fee instalments** are payments towards the total cost of the course. **They are not payments for a specific period of tuition. Instalments are calculated according to your Target Completion Date** which can be changed on agreement between you and your tutor during the course. Bringing the date forward may increase your instalments (fees must be paid in full by the time you complete) and extending it may reduce your instalments but may also take you past the maximum days of study such that Extension Tuition Fees may become due on expiry of the maximum days.
- 5. The Course Fees you pay are for access to the services we provide** to deliver the course (materials, assessments, tuition, marking, telephone calls, tutorials, email communications etc.) How you use (or do not use) these services is under your control. **If you fail to use the service (e.g. do not submit work regularly or respond to your tutor) this has no relation to your liability to pay your course fees or on the amount of fees payable.** We are very flexible (see points below) but can only respond to your requirements if we are informed.
- 6. If you leave the course without completing it or go 'On Hold'** (this is a study break facility available to you which is a minimum of 1 month and maximum of 6 months) instalments will be stopped or suspended automatically. **You are still required to pay any arrears which were already due at the time the payments are suspended.**
- 7. Our 'On Hold' option with suspension of payment provides flexibility for you if you fall ill or encounter other personal or financial problems,** but you do need to tell us about this

immediately so that we can accommodate. This is something you arrange with your tutor and we will require that you provide us with the date you intend to resume your studies.

8. **We do not provide refunds for events/situations which are beyond our control.** Should we fail to provide you with the service which we agree to provide (as laid out in the Terms & Conditions or Learner Agreement on the next page), we will investigate this and should this be upheld, a proportional refund may be granted.
9. **Awarding Body Registration Fees** are set by the Awarding Body and it is a requirement of our authorisation to run the courses that you are registered at the appropriate times. Therefore, if they change their Registration Fees (or the points in the course at which they are payable) **we have to pass these changes on to you, even if you have already started the course.** These are fees which we collect from you and pay directly to the Awarding Body in full on your behalf. We have to collect them from you far enough in advance to ensure that we have received your payment before we pass it on.
10. **Changing your payment date**, please ask if you need your regular instalment payment date changing.
11. **If you need to change your course** or wish to add or remove any Additional Qualifications, please email our Student Services who will assist you and advise you about your options. Your tutor will also help advise you about the best choices for you at the start of your course. If changes are required it is much easier to sort these out as early as possible in the course because once you are registered with the Awarding Body it is more difficult (and sometimes not possible) to change your course unless you start again from scratch.
12. **Extension Tuition Fees** are a month-by-month extension to the course you sign up for. They are available so that if you wish to take longer over your studies (or exceed the maximum days of study for the course) the course can be flexible to accommodate this. **They are not part of the fixed course fee** set at the time you start your course. Therefore, these may change during the course of your studies.
13. **If your course is not being funded by you** (for instance, by an employer or grant funds), or **if are not paying by debit/credit card**, you can still proceed and set up your course dates and options. When you reach the end of this process, you choose the option not to pay your Enrolment Fee Online and email our Student Finance Department. We will record the details on your myDLC Student Account and contact you to arrange what happens next. Some of the arrangements above concerning how and when fees will be debited may therefore not apply in these situations.

Agreement for Courses purchased through Reed.co.uk only

As you have purchased your Course through Reed.co.uk, this means that your Financial Agreement is with them, rather than with DistanceLearningCentre.com. This means that your course fees and repayments are governed by the Terms and Conditions you agreed with them and if you require any flexibility of payments, you will need to approach them.

However, the following points do apply:

1. **The date you have set for your course to start is a Target Start Date.** If you have not uploaded the required documents by this date your start will be delayed and our system will advance your Start Date each day until your Enrolment has been completed and we can allocate your tutor.

2. **Your course has a maximum number of study days.** Once your maximum number of study days are used up, you will be moved onto the Monthly Extension Fee, which will be payable to DistanceLearningCentre.com directly.
3. **Study Breaks (On Hold).** Study breaks are a flexible option available to you should you encounter situations whereby you are not going to be able continue your studies for a short period. They can be a minimum of 1 month and maximum of 6 months. If you wish to use this option, you must to inform us immediately as we cannot put your studies On Hold unless you inform us and you may therefore be using up study days unnecessarily. If you take a study break (go On Hold) or leave the course and return, these periods are not taken from your maximum study days used.
4. **The Course Fees you pay are for access to the services we provide** to deliver the course (materials, assessments, tuition, marking, telephone calls, tutorials, email communications etc.) How you use (or do not use) these services is under your control. **If you fail to use the service (e.g. do not submit work regularly or respond to your tutor) this does not make you eligible for any refunds and will contribute to use of your maximum study days.**
5. **Awarding Body Registration Fees** are set by the Awarding Body and it is a requirement of our authorisation to run the courses that you are registered at the appropriate times. Therefore, if they change their Registration Fees (or the points in the course at which they are payable) **we have to pass these changes on to you, even if you have already started the course.** These are fees which we collect from you and pay directly to the Awarding Body in full on your behalf.
6. **If you need to change your course** or wish to add or remove any Additional Qualifications, please email our Student Services, who will assist you and advise you about your options. Your tutor will also help advise you about the best choices for you at the start of your course. If changes are required it is much easier to sort these out as early as possible in the course because once you are registered with the Awarding Body it is more difficult (and sometimes not possible) to change your course unless you start again from scratch.
7. **Extension Tuition Fees** are a month-by-month extension to the course you sign up for. They are available so that if you take longer over your studies (i.e. exceed the maximum days of study for the course) the course can be flexible to accommodate this. They are not part of the Fee arrangement you have made with Reed.co.uk to start your course. Therefore, these may change during the course of your studies.

DistanceLearningCentre.com Ltd: Dates reviewed: 05/10/12; 27/01/14; 25/11/15; 28/08/18, 03/02/22