

DACL Fees Policy 2011 – 2012 – Web Version

TERMS AND CONDITIONS

Payment of Fees

- 1 Where a fee is payable by the Learner, the means by which payment is to be made must be agreed prior to attendance on the course. Failure to meet this will mean exclusion from the course / cancellation of the booking.
- 2 Acceptable payment terms are:
 - 2.1 Payment in full through cash at a centre, by card through My Devon or Online, Payment by cheque at a centre
 - 2.2 Payment by instalments through a standing order arranged by My Devon or at a centre where an initial payment will be required as above. The cost of the course must be greater than £100.
 - 2.3 Where payment by instalments is agreed, the learner is agreeing to full payment for the course and will be liable for full charges subject to the refunds policy.
 - 2.3 Payment by invoice to the learner's employer where evidence of employer agreement is confirmed within 7 days of the booking being made
3. Where a concession is being claimed that requires evidence, this must be submitted to the centre within 7 days of the booking being made. Failure to provide acceptable evidence will mean payment of full course fees being required or removal from the course / cancellation of the booking
- 4 Where a learner refuses to settle outstanding fees DACL may
 - 4.1 Seek legal recourse to the settlement of the fees, where the costs of such recourse are added to the learner fees
 - 4.2 Refuse entry to examinations
 - 4.3 Refuse entry to further courses supplied by DACL

Refunds Policy

- 1 Where DACL cancels a course prior to the start date, a refund of all fees will be paid to the learner.
- 2 Where DACL cancels a course after the start date, a pro-rata refund of all fees will be paid to the learner. Any examination entry fees will be refunded to the learner
- 3 Where the learner cancels a course greater than 5 days prior to start – a full refund
- 4 Where a learner cancels a course 5 days or less prior to the start - – full refund less £30 administration charge
- 5 Where a learner cancels a course once it has started – no refund

Special Conditions

- 5.1 Illness – Where a learner is unable to attend on medical grounds and produces a doctor's certificate – a pro-rata refund will be made according to the time spent on the course. Where DACL has entered the learner for an examination, no refund can be made for this part of the course
 - 5.2 Qualification Courses with Inductions – Where a learner attends a qualification course induction but wishes to withdraw from the full course, a full refund will be made for the full-course element.
 - 5.3 Qualification courses with Introductions – Where a learner attends a qualification course with a separate introduction course (there is a scheduled break in the learning), where the learner withdraws from the qualification element more than 5 days prior to the start of the qualification element , a full refund will be made
- Transfers: Transfer onto another course are given at the discretion of senior member of staff or agreed representative.
- The transfer can be applied in the following instances:
- 5.4 i. Where a learner is on a course that is at an inappropriate level and wish to transfer to another level within the same subject area. This must take place prior to the second session.
 - ii. Where a tutor identifies that the learner is on an inappropriate course.
- In the cases of transfer the learner will be expected to receive / or make payment to cover the difference in costs. Where examination fees have been incurred, these must be paid by the learner for subsequent courses.

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