



This Learner Enrolment Agreement ("Agreement") sets forth the terms and conditions for your enrolment in **Educate 2Gether's** course. By enrolling in the course, you agree to comply with the terms and conditions outlined below:

## 1. Enrolment:

You hereby confirm your enrolment in the course, indicating your commitment to participate in the course as specified.

## 2. Payment:

- a) The full course fees are due upon enrolment and should be paid by the specified due date. Failure to submit payment may result in the cancellation of your enrolment.
- b) If we have agreed upon a payment plan, please note that at least the first instalment fee should be paid before the course starts. The remaining instalments should be paid as per the agreed-upon schedule. Failure to submit the required instalment payments may result in the cancellation of your enrolment.
- c) If you are claiming funding or a fee reduction, you need to provide us with evidence of meeting the eligibility criteria. Please contact the office for further information on the documentation required as evidence and the eligibility criteria.
- d) In addition to the course fees, the learner is responsible for paying the *Registration & Certification Fee* set by the Awarding Body. This fee is separate from the course fees and is required to be paid before the learner can be registered for external assessment or certification. Please contact our office to be informed of the specific amount to be paid. Registration on the Awarding Body's portal can only be completed after the learner has reached at least 10% progress in their course, ensuring that the registration process aligns with their progress.

## 3. Withdrawal by Learner:

If you decide to withdraw from the course, you must notify us in writing at least *5 working days* prior to the start date. In such cases, the following cancellation and refund policy applies:

- a) If cancellation is requested within the notification period, a refund of 100% of the paid course fees will be processed.
- b) If cancellation is requested after the notification period, no refund will be granted and the full course fees will be retained.
- c) In exceptional cases, and at our discretion, we will support your request for transfer to another course. However, please note that a £10 administration fee will be charged. Additionally, you will be responsible for paying any additional fees that may be associated with the new course, including the *Registration & Certification Fee* set by the Awarding Body.
- d) please note that the *Registration & Certification Fee* set by the Awarding Body is non-refundable.

## 4. Withdrawal by Educate 2Gether:

- a) In the unlikely event that we need to cancel the course due to insufficient enrolments, unforeseen circumstances, or any other reason, you will be notified promptly. In such cases, you will have the option to transfer your enrolment to a future course or receive a full refund.
- b) It is your responsibility to meet the assigned deadlines and submit your work on time as per the work plans set by your assessor. Regular progress reviews will be conducted, and if you



fail to pass the review, your enrolment will be withdrawn. Please be aware that in such cases, no refund will be granted, and the full course fees will be retained.

- c) You are required to adhere to our Code of Conduct throughout the duration of the course. Failure to comply with the Code of Conduct may lead to your withdrawal from the course. Please be aware that in such cases, no refund will be granted, and the full course fees will be retained.

### **5. Code of Conduct:**

You are expected to adhere to the rules, regulations, and code of conduct set by Educate 2Gether Training. Appropriate behaviour, respect for fellow learners and staff, and adherence to academic integrity are required throughout the course duration.

By signing below or enrolling online, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined in this Agreement, including the cancellation policy.