

Financial Terms and Conditions Level 4 and 5 Units and Awards

from September 2017

1. Please read this information carefully

It is the responsibility of the candidate to ensure that the terms and conditions for the course they enrol on are followed and that Dyslexia Action receives payment as instructed.

Please note: Online courses cannot be released to candidates until all fees have been paid in full.

2. Candidate Responsibility

Candidates are responsible for ensuring the payment of all tuition costs even if the fees are paid for by a third party.

3. Payment Information

All payments must be made in Pounds Sterling (GBP) **before** the start of the course.

All payments are subject to VAT.

Please note: Online courses cannot be released to candidates until all fees have been paid in full.

The CPD registration deadline is one week prior to the start of the course.

4. Payment Methods

Dyslexia Action accepts VISA, MASTERCARD or MAESTRO only. We are unable to accept any other forms of credit card.

4.1 **UNITS:** Only credit or debit card payments are accepted. If your course is being paid by an employer or you are booking on behalf of an employee and cannot pay by credit/debit card or have a Purchase Order number then please note there will be an additional fee of £25 plus VAT.

4.2 **AWARDS only:** Credit or debit card, cheque or bank transfer payment methods are accepted. Please note there will be an additional fee of £25 plus VAT for any payments not made at the time of online registration by credit/debit card.

5. Programme Registration

Following satisfactory completion of the registration process:

5.1 **UNITS and AWARDS:** When the payment is by credit or debit card; the candidate will receive an email with confirmation of a place on the course together with an invoice.

5.2 **AWARDS only:** When the payment is by cheque or bank transfer (pay later option); the candidate will receive an email together with an invoice requesting payment. The candidate is responsible for ensuring the payment of all fees even if the fees are paid for by a third party. Payment must be made promptly to ensure a place on the course.

6. Candidate Cancellation of CPD Unit and Award Courses

Cancellation is defined as a candidate leaving a unit or award before they have started on the course.

- 6.1 Candidate cancellations must be made in writing by email to the course administrator at cpdmail@dyslexiaaction.org.uk . We are unable to accept notification of cancellations by telephone.
- 6.2 Table of Cancellation Charges – CPD units and awards
Once a candidate has cancelled before a unit or award course start date the following fee refunds apply:

Cancellation Made	Fee Refundable
Before the start of the course	100% of course fee* (less £25 plus VAT admin charge)

- 6.3 Candidates who cancel before a unit or award has started may apply to study the unit or award again but must pay the full fee at the time of registration.

7. Dyslexia Action Cancellation of Courses

Dyslexia Action reserves the right to cancel any unit where candidate numbers are insufficient to allow it to run. In this case candidates will be offered places on a future run of the unit, an alternative unit or a full refund of fees.

8. Withdrawal from a CPD Unit or Award Course

Withdrawal is defined as a candidate leaving a unit or award which they have started before the programme is completed.

UNITS

- 8.1 Once a candidate has started a unit and then withdraws or fails the Unit then no refund will be made.

AWARDS

- 8.2 If a candidate is unable to start and then complete each unit of an award on the registered dates, then the candidate must withdraw from the award.
- 8.3 Candidates who have previously successfully completed some units of an award and have then withdrawn, may apply to take the remaining units of the award, but must pay the full unit fee at the time of registration for each unit.
- 8.4 Table of Fees Refundable at Withdrawal – CPD Awards.

Once a candidate has started an award and then withdraws the following fee refunds apply:

THREE UNIT AWARD	
Withdrawal or Failure to successfully complete	Fee Refundable
First Unit: Any time	65% of the award fee (less £25 plus VAT admin charge)
Second Unit: Any time	30% of the award fee (less £25 plus VAT admin charge)
Third Unit: Any time	No refund

9. Contact Details

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

Dyslexia Action Training and Professional Development
Centurion House, London Road, Staines upon Thames
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