

## **Financial Terms and Conditions**

### **Dyslexia Action Professional Programme**

from Jan 2018

**1. Please read this information carefully.**

It is the responsibility of all candidates to ensure that the terms and conditions for the course they enrol on are followed and that Dyslexia Action receives payment as instructed. Failure to pay fees in full could result in refusal of a course place on a module or qualification.

**2. Candidate Responsibility**

Once a candidate has accepted a place on a Dyslexia Action training programme they are responsible for ensuring the payment of all fees before the start of the module, **even if the fees are being paid by a sponsor or other party**. Candidates are only confirmed as being registered for a course once the module fees have been paid.

**3. Payment Information**

**3.1** Candidates are only able to pay for **one** module in advance. Subsequent modules are also paid for individually and subject to confirmation of Exam Board results.

**3.2** Module payments are made individually prior to the start of the course. Please quote the course code on all correspondence and payments (see the programme schedule in the Course Brochure for these codes).

**3.3** All payments must be made in Pounds Sterling (GBP) and are subject to VAT.

**3.4** Please note that the candidate (or sponsor/other party) is liable for all bank charges, including currency transfer charges, if sending money by BACS or from overseas.

**3.5** Courses cannot be released to candidates until all fees have been paid in full.

**4. Payment Methods**

**4.1** Payments are made for one module at a time and by a single credit or debit card payment

**4.2** Credit or debit card, cheque or bank transfer payment methods are accepted. However, cheque or bank transfer payment methods will incur an additional £25 plus VAT non-refundable administration fee.

**4.3** Dyslexia Action accepts VISA, MASTERCARD or MAESTRO only. We are not able to accept any other forms of credit card

**5. Cancellation**

**5.1** Dyslexia Action Training and Professional Development reserves the right to cancel any programme where candidate numbers are insufficient to warrant the course taking place. In this case candidates will be offered places on alternative programmes or a full refund of fees will be made

**5.2** Candidate cancellations must be made in writing by email or by post. We are unable to accept notification of cancellations by telephone

**5.3** Confirmed candidates who wish to cancel **10 working days or less** before the start date of the first module will be liable for a **£65 plus VAT administration fee**. Where fees have been paid in advance, these will be refunded in full, minus this fee. However all candidates will be encouraged to defer their entry to a later date. See Section 7 below

## 6. Deferral from a Certificate or Diploma course

**6.1** Deferral is defined as not starting the course at the time expected but starting at a later date. Should a candidate wish to defer from a module on a Certificate or Diploma programme for which they have been accepted, to a later start date then Dyslexia Action must be informed in writing at least 10 working days before the start of the module. If the deferral request is made 9 days or less before the course start date, then Dyslexia Action reserves the right to charge an administration fee

**6.2** The candidate will be required to re-register for the selected course date and should contact the Admissions Office directly. The fee applicable for the new course date will be charged

## 7. Withdrawal

**7.1** Withdrawal is defined as a candidate leaving a module which they have started before the programme is completed. **You should always contact your tutor first if you are considering withdrawing from the course**

**7.2** Candidates who wish to “withdraw” before a course has started should refer to the Cancellation Rules above

### **7.3 Withdrawal once a module has started:**

| <b>Withdrawal made from a module:</b>                  | <b>Fee Refundable</b>   |
|--|---|
| Any time during the first 3 weeks of the teaching term | 60% of the course fee<br>(less administration charge of £65 plus VAT) |
| Between the 3rd and 6th week                           | 20% of the course fee<br>(less administration charge of £65 plus VAT) |
| Any time after the 6th week                            | No refund   |

### **7.4 Re-starting a programme after withdrawal**

If you withdraw from a Certificate or Diploma course, through personal circumstances, and you have already successfully completed one or more modules, you may be allowed to re-join on a subsequent programme depending on the time that has elapsed and at the discretion of the Head of Education and Training. You will have to pay any revised fees that are charged on a subsequent programme. A proportional discount may be offered depending on the number of Modules already completed. Please contact the Course Administrator for details

**7.5** If you withdraw from a module which you have part completed, through personal circumstances, you may be allowed to start the module again (at the discretion of the Head of Education and Training). You will have to pay the module fees again as charged on a subsequent programme

## 8. Contact Details

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

Dyslexia Action Training and Professional Development  
Centurion House, London Road, Staines upon Thames. TW18 4AX.  
Email: [pgmail@dyslexiaaction.org.uk](mailto:pgmail@dyslexiaaction.org.uk) Tel: +44 (0)1784 222304

© Dyslexia Action is a trading name of Real Group Ltd, Company No 06556128, VAT Reg No 837306132  
Registered Office: Insight House, Riverside Business Park, Stoney Common Road, Essex, CM24 8PL.