



Terms and Conditions

ENROLLING

To enrol on a course, you will need to complete an Enrolment Form and submit this.

You should receive a copy of your Enrolment Form automatically by email. Please check your spam folder if you have not received it. If you do not receive a copy, please let us know.

Once you have made the required payment, we shall confirm by email the details of your course, start date and end date, course fees and payment plan. Please keep this safe for future reference.

As part of our duty of care, we reserve the right to decline an application to study with us.

EQUIPMENT AND KNOWLEDGE REQUIRED

You will need the following equipment:

- a computer
- access to the internet
- Microsoft Office version 2016 onwards – preferably Office 365
- An email account to send and receive emails for your course (preferably not a work email)

You can purchase MS Office 365 which updates automatically for as little as £5.99 per month – we can provide further information upon request.

You will need to have business-standard written English to study any course with us.

You will also need to have basic computer skills including the ability to send and receive emails, attach files to emails and save your work on your computer.

PAYMENT OPTIONS

Paying in full

An invoice will be sent to you, or your employer if they are funding your course. You can pay online or by bank transfer.

Once payment has been received, we shall confirm your place on the course and chosen start date by email.

You can make your payment by debit/credit card, PayPal or BACS/bank transfer.

Paying monthly

You can pay for your course fees using Knoma funding. You can choose to pay for part of the course fees directly to us and the balance through Knoma or you can use Knoma to pay for all of the course fees. Please see the relevant course page and link to apply directly to Knoma. Please note that Knoma is independent of Lewis College and any matters concerning your application and payments should be made directly with Knoma. Contact details can be found through the application link on the course page.

(Those studying the Medical Secretary Diploma (Full) course and who wish to sit the Medical Terminology City & Guilds/AMSPAR exam will pay the relevant exam entry fee directly to the centre. As a guide centres are currently charging between £130-£190). This is payable about 2 months before the exam date.

COOLING OFF PERIOD (private students only)

You are legally entitled to a cooling-off period of 14 days during which time you have the right to cancel your enrolment. You do not have to provide any reason for cancelling.

If you do cancel within the cooling-off period, any monies received from you will be refunded within 10 working days, LESS £50 to cover administration costs and any textbook vouchers you may have already been issued.

If you cancel your course during the cooling-off period but you have accessed the course on your Learning Hub, you will be refunded any monies received LESS a percentage which relates to the amount of the course you have studied, units you have accessed and the service received.

The cooling-off period starts the day after you submit your enrolment form.

We shall confirm your cooling off period end date when we send our confirmation email.

After the cooling-off period has ended no refunds can be made for any monies paid **AND** any outstanding course fees remain due no matter which payment plan you have chosen.

COURSE TIME FRAME

Your course is open for a specific period. During this time you will have access to your course and full tutor support throughout your course time frame as you have reserved a place at the College during this period.

It is your responsibility to study at a pace to ensure you complete the course within this time frame.

To provide you with maximum flexibility there are no specific time frames within which you need to complete single units of the course.

You can study intensively, have a break and then resume studying or study at a regular pace to suit yourself and other commitments.

You will be provided with support and guidance as to your progress throughout your course to help you manage your studying.

You can complete your course as quickly as you wish no matter which payment plan you have chosen.

If you wish to extend your course time frame after your course time frame closes you will be able to do so by paying extension fees. Details will be provided at the time you request to extend your course.

You will be notified in your course confirmation email of the start date of your course and the date your course will be open until. **Please keep this email safely.**

LEVEL OF SERVICE

You will access your course via our Learning Hub using your personal username and password which we shall provide to you by email.

You can access your course via the internet from different devices such as mobile phones, tablets and computers.

You can download the courseware to save on your computer for future reference and for you to keep after you have completed the course.

You will receive Amazon vouchers to cover the cost of any textbooks required for the course. This enables you to place your order to suit you and your personal delivery options.

You will submit any work to your tutors by email or by uploading it onto your Learning Hub.

You can book a telephone or video call with your tutor if you wish or your tutor may suggest a telephone or video call may be useful to provide extra guidance and clarification.

We will respond to the submitted work to provide feedback and additional guidance as required within 2 working days.

You will also submit Assessments via email or by uploading them to your Learning Hub. Feedback and marking of Assessments will be provided within 5 working days.

You can also submit a question by email to the relevant tutor directly. We aim to respond to questions/queries on the same day they are received or as soon as possible the following day.

100% of the course can be completed through distance learning except for those sitting the external Medical Terminology City & Guilds/AMSPAR exam which needs to be sat at an exam centre.

ISSUE OF CERTIFICATES

Certificates are issued upon completion of your course. These are issued by NCFE after we have submitted your claim to them. Once the certificates are received from NCFE we post them to you.

Should you decide to close your course without completing all the units you can receive Certificates for the units you have completed.

As detailed above, you can extend your course time frame if you wish to have additional time to complete all the units in your course by paying extension fees. The law of England and Wales governs these Terms and Conditions. If you have any questions you wish to ask about enrolling, please get in touch. Please ensure you have read these terms and conditions and you understand them fully.

