

Enrolment Policy / Terms & Conditions

Last updated September 2023



Introduction

SignPost Communications is an external training provider, delivering courses across multiple locations to a large and diverse number of students. Whilst the specific arrangements for each course will vary, established procedures for the processing of enrolments shall be determined by this policy.

Some students will enrol for a place on one of our courses directly, whilst in other cases, the application / enrolment will be handled by their employer, professional body or a membership organisation on their behalf. We aim to process all course applications / enrolments within 48 hours, and to email new students with confirmation of places as soon as possible.

Cancellation / Withdrawal

Under distance selling regulations, after enrolling for any of our courses online, students have the option to cancel / withdraw their enrolment during a seven day cooling-off period **without** penalty. Under these circumstances, if we have already charged the student's debit / credit card or bank account, a full and unconditional refund will be made. However, following this seven day period of grace, the only sums to be refunded in the event of cancellation / withdrawal shall be those described and set out in the table below.

Applicable timescale	Amount payable
Up to four weeks before course commencement	Full refund of all fees paid, less £25 administration charge
Less than four weeks before course commencement	Refund of 75% tuition fees paid, 100% assessment fees paid
From course commencement until the first timetabled holiday	Refund of 50% tuition fees paid, 100% assessment fees paid
After the first, but before the second timetabled holiday	Refund of 25% tuition fees paid, 100% assessment fees paid
From the second timetabled holiday until course conclusion	No refund of any fees paid (tuition or assessment)

If students want to cancel / withdraw their enrolment

Notice of cancellation / withdrawal should be given **in writing**, using or quoting the same email address that was recorded at the time of enrolment, and sent as soon as possible to: contactus@signpostcommunications.uk

If SignPost Communications need to cancel / withdraw a course

In the unlikely event that SignPost Communications need to cancel a course for which a student has already enrolled, BEFORE the date of commencement, all amounts paid for that enrolment will be refunded in full. Thereafter, SignPost Communications shall only be obliged to refund on a pro-rata basis, a sum that represents the undisbursed balance of tuition and assessment fees. No further compensation shall be provided.

If students choose to pay by instalments

We reserve the right to require full payment of all outstanding sums if students breach their agreement with us. **Students should note that first payments will be requested within 24 hours of enrolment. Places on our courses cannot be confirmed until the first payment has been received.** We will continue to charge future instalments to the student's registered debit / credit card or bank account, on the same date of each subsequent month, until the final, full and total amount is paid. The typical pattern of monthly instalments is illustrated by the table below (dates shown are examples only).

Date of enrolment	Date of first payment	Next monthly instalments due	Date of final payment
10 January	10 January	10 Feb, Mar, Apr, May	10 June
15 April	15 April	15 May, Jun, Jul, Aug	15 September
20 July	20 July	20 Aug, Sep, Oct, Nov	20 December
25 October	25 October	25 Nov, Dec, Jan, Feb	25 March

Venue specific arrangements

Students must be aware that because SignPost Communications deliver courses across multiple locations, each venue has different arrangements for access, car parking, health and safety, fire regulations etc. Before commencement, they will be notified of any venue specific arrangements by the course tutor/s working at each location. These must be adhered to at all times.

Learner Agreement

Enrolment for every course delivered by SignPost Communications is subject to the terms of our Learner Agreement. Students will be given a physical copy of this document on the first occasion that they attend class, and asked to sign it.

SignPost Communications expects students to:

- Attend classes and tutorials punctually
- Inform their tutor, in advance, if they are unable to attend
- Show respect for other students, staff and visitors
- Arrive prepared to fully engage in classes, tutorials and other activities
- Complete classwork, homework and assessments by the specified dates
- Follow up each lesson with any further study necessary
- Accept responsibility for their behaviour concerning health and safety
- Take care of property and equipment belonging to the course venue
- Keep classrooms clean and tidy by disposing of litter in the bins provided
- Refrain from eating or drinking in classrooms (bottled water is allowed)
- Avoid swearing, using offensive language or behaving in a manner that might cause others to feel vulnerable or uncomfortable
- Use IT facilities responsibly / not for accessing any inappropriate websites
- Switch off mobile telephones for the duration of each class
- Refrain from audio / video recording any classroom teaching or activities

Students can expect SignPost Communications to:

- Treat all learners, staff and visitors fairly and with dignity
- Provide teaching of high quality, with regular monitoring to ensure that standards are maintained
- Offer professional and committed support throughout your course
- Facilitate a good learning environment, ensuring that teaching rooms are safe, clean and tidy, with appropriate resources to assist you to learn
- Deliver classes that start and end at the scheduled times
- Ensure that course delivery is well organised and purposeful, provide an introduction to each topic taught, and explain all expectations clearly
- Cultivate an environment where the rights of individuals are respected and which is free from harassment of any kind
- Provide prompt responses to any concerns that you bring to our attention
- Where appropriate, offer individual learning support to accommodate a disability or sensory impairment which inhibits your learning
- Allow you to evaluate your course and provide feedback to us