

General Terms & Conditions

Additional Expenses

Some courses may involve additional expenses e.g. the purchase of materials. Please do not purchase anything before your first session unless otherwise indicated in your course outline. No liability can be accepted for expenses incurred in, or in connection with, attending a class which has been cancelled or altered at short notice. Every effort will be made to inform students in advance of any cancellation or alteration. Please check your course outline for more information.

Attendance & Withdrawal

You are required to establish and maintain excellent attendance (100%) in all College classes and other learning activities which are part of your timetable.

If absence is unavoidable then you must notify the College on ☎ 020 3045 5176 or your tutor in advance wherever possible.

Many courses have a minimum attendance requirement. Failure to meet this may mean that you are unable to achieve the qualification.

If you are absent for 4 consecutive weeks, you will automatically be withdrawn from the course. As the withdrawal of students affects the funding the College receives, those students who withdraw may be invoiced at a rate of £10.00 per hour for the whole course.

Children

Please contact ☎ 020 3045 5176 for information on enrolling children or refer to our fee chart

Class Amalgamation, Changes or Closure

All classes require a minimum number of students to be viable. The College reserves the right to close a class, combine classes or make changes to published details including dates, times, location, tutor and fees.

Code of Conduct

The College reserves the right to exclude any student on grounds of unacceptable behaviour. Standards of behaviour are detailed on the College website in the Student Handbook or from customer services.

Equality & Diversity

The College embraces the implementation of equal opportunities. We believe that all staff and students should be treated as the individuals they are, with different needs regardless of age, gender, sexual orientation, race, colour, religion or disability.

All persons attending or working for the College should be given the opportunity to reach their full potential, having equal access and choice.

Health & Safety

Students will not be permitted in classes using hazardous equipment unless a tutor is present. All students and staff are responsible for their own safety and for not compromising the safety of others. Protective clothing should be worn in certain classes. Please check your course outline for information.

Medical Fitness

Students must ensure that they are medically fit where physical skills or activities are concerned. Students undertake such courses at their own risk and are required to complete a declaration of fitness at the first session.

Student Learning Record

Students studying with the College will complete a Student Learning Record. They are important documents which assist in the monitoring of your progress and achievement, thereby helping to ensure the quality of the service provided and are a requirement of our funders. If you decide not to complete an SLR the College will charge you £10.00 per hour for your course as your place won't receive funding.

Unique Learner Number

A Unique Learner Number (ULN) is a 10-digit reference number which is used to access the Personal Learning Record of anyone over the age of 14 involved in UK education or training. Students retain the same number throughout their lives, whatever their level of learning and wherever they choose to participate in education, training and learning.

The data you supply will be used by the Education and Skills Funding Agency to issue you with a Unique Learner Number and share information about your learning. Further details of how your data is processed and shared can be found at: <https://www.gov.uk/government/publications/lrs-privacy-notice>

Privacy - How we use your Personal Information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE) and the Department of Work and Pensions (DWP). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of the Data Protection Act 1998, the DfE is the data

controller for personal data processed by the ESFA. Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR).

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with the Data Protection Act 1998.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

You can opt out of contact for other purposes by ticking the boxes on the enrolment form or notifying us on enrolment.

Further information about use of and access to your personal data, and details of organisations with whom we regularly share data are available at:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Fees & Payment


Fee Chart

The Fee Chart detailing fees and eligibility forms part of our Terms & Conditions.

Accreditation / Exam Costs

All fees are correct at the time of going to press. The cost of examination, registration and administration are generally included in the course fees. However, there are some exceptions: please read the description of your course carefully – this will tell you whether there are any additional costs to pay. All examination, accreditation and administration fees are non-refundable as they are passed onto external Awarding Bodies. Awarding Bodies do not allow exams with fixed dates to be transferred to other exam dates and neither are their associated fees transferrable. A new entry must be made and paid for by the student if changing dates.

Exam Courses

All courses marked with this symbol  are accredited courses. The College would not expect you to be studying the same qualification elsewhere. Students who enrol on these courses MUST take the examination / accreditation with the College and not elsewhere. If you enrol on an examination course and do not take the exam, you will be charged at the rate of £10.00 per hour for the whole course. Students must bring photo ID to all exams.

Re-Sitting Exams

If you are a current student and wish to re-sit an exam you will incur an admin fee of £25.00 plus any exam fee due, payable at least 2 weeks before re-sitting the exam.

Free Examination Courses

Deposits

If you are in receipt of a free examination course(s) you will be required to pay a one-off deposit (per academic year) of £50.00 which is refundable once you complete the course and take the exam.

The refund will be issued, by cheque, once the results have been received by the College. If you are taking more than one accredited course, this will be after the final exam results have been received.

The £50 deposit will not be refunded if students do not complete all courses on which they are enrolled and take all relevant exams in that academic year.

Reduced Fees

If you are in receipt of eligible benefits you may be entitled to a FREE or reduced price course, see Fee Chart for details.

Ways to Pay

You can pay by cash, cheque, credit / debit card, College Voucher*, Standing Order or instalments.

If you are enrolling online please ensure that you have read the enrolment instructions and enter any relevant codes BEFORE checking out.

* You cannot use a voucher if you are enrolling online.

Instalments, Standing Orders & Loans

Please note: Once you have enrolled you are liable for the full cost of the course. The College will pursue outstanding fees. There is a £10 admin fee per course for paying by Instalment or Standing Order. These enrolments cannot be taken over the phone as the process will involve completing and signing a form to authorise payment. You will need to complete a separate form for each eligible course. Forms are available from the College's main centres and the website.

- Any course costing £100 or more can be paid in two equal instalments. The first 50% of the cost is paid on enrolment. The 2nd payment is taken on an agreed date either by post-dated cheque or from your card details.
- Any course over 12 weeks and costing £150 or more can be paid by Standing Order in four equal instalments. The first instalment is paid on enrolment. The remaining 3 payments will be collected monthly commencing in the first month following your enrolment. Courses under 12 weeks and under £150 cannot be paid by Standing Order.

If you stop attending your course, you still have to pay all the fees owed, and you must continue to pay all Standing Order or instalment payments. The College will pursue any outstanding payments. If the College cancels or closes your course, you must cancel the Standing Order with your bank.

The College reserves the right to withdraw the use of standing orders and instalment plans from students who have previously defaulted on payments.

Outstanding Debts

You must ensure you have read our Terms and Conditions before enrolling. It is your responsibility to ensure that your fees are paid in full and on time. The College will pursue outstanding debts. This may affect your credit rating for 6 years.

Non EU Students

The College's main funder will only fund students who are in certain immigration categories. These include:

- students who are British citizens and have lived in the United Kingdom (UK) for the last three years
- students who are citizens of a European Union (EU) country and have lived in an EU country for the last three years
- non EU EEA students and non EEA citizens - Please speak to Customer Services for more information.

Students who are non-funded will be charged a tuition fee of £10.00 per hour plus accreditation and administration fees where applicable. For further information on eligibility, please see the College website.

Refunds and Transfers

The College has a 'No Refund Policy'
You can take out cancellation insurance. Look at our website for more information.

Right to cancel

You have the right to cancel the contract for the course for which you have enrolled provided you do so within 14 days of payment for the course, but only up to 48 hours before the start date. The cancellation period will expire after 14 days.

To exercise the right to cancel, you must inform us of your decision to cancel the contract by a clear statement sent to us by:

- Email to: enquiries@lecb.ac.uk
- By post to: 5 Brampton Road, Bexleyheath, Kent DA7 4EZ
- By phone: 020 3045 5176

To meet the cancellation deadline, it is sufficient for you to send your communication exercising your right of cancellation at any time before the cancellation period expires.

The College is unable to make refunds in any other circumstances e.g. for absence due to medical conditions or changes to work commitments.

Effects of Cancellation

If you cancel the contract in accordance with your cancellation rights as set out above, we will provide you with a refund of all monies paid by you under the contract. The College is unable to make refunds for absence due to medical conditions, changes to work commitments or other reasons for not being able to attend the course as a part or a whole.

College Cancellations


The College will refund in full if we close a course.

If the College closes a course and is unable to arrange a suitable alternative, you will receive a full refund (if applicable).

Refunds

Where possible we will make the refund using the same means of payment as you used for the initial transaction, unless expressly agreed otherwise. If the value of your refund is less than £10.00 you will be refunded with a college voucher, all other refunds will be refunded by your original payment method. Where the original payment method cannot be used, refunds will be made by cheque.

First Session Guidance

Courses marked with the symbol  include a first week guidance session. Your enrolment will not be confirmed until you have attended this session. If, after discussion with your tutor, you decide that the course is not suitable, you may cancel your enrolment on that course or transfer to a more suitable course (subject to availability). If you cancel your enrolment you will be entitled to receive a full refund, provided we receive your notice of cancellation within 7 working days of the first week guidance session and you do not attend any further sessions of that course.

Transfers

A transfer to another course is only possible if requested within two weeks from the course starting; providing you meet the new course entry requirements, there are spaces available and the new tutor agrees. Transfers are only possible to a course in the same academic year. There will be an administration fee of £15 per transfer requested by a student. You cannot transfer your place to anyone else.