



# Terms, Conditions & Policies

## Notting Hill College

### Terms & Conditions

We highly recommend that you carefully read and understand our Terms and Conditions. Kindly email [manchester@nottinghillcollege.co.uk](mailto:manchester@nottinghillcollege.co.uk) if you have any questions relating to these terms.

#### Deposits and Balance Payments

- To book a particular offer, you would need to pay a deposit of £50, which is non-refundable. We accept most debit and credit cards and also payment by Skrill (Money Bookers). Once you have decided to start your course, you would need to pay the full amount at the time of booking. If a full or partial refund has to be made a fee of £20 will be added to cover each bank transaction charge.

#### Prices

- Notting Hill College reserves the right to change any of the prices, courses, services or other particulars contained on the website at any time.

#### Online Course & Customer Satisfaction

- If for any reason you are not satisfied with the course you have purchased you are entitled to a full refund within seven days from the date you made the purchase of the course "Grace Period". After 7 days you are not entitled to a refund if you wish to cancel. You cannot get a refund on online courses if you have already started the course, even if you are still in your grace period.

#### Extensions

- The design of the courses offers a great deal of flexibility. An extension can also be arranged free of charge for the first time (it grants you 4 extra weeks) after, you would pay £25 for every extra 4 weeks. After 12 months of inactivity, your course will be deleted and you will not be able to access your grades or course work. Please contact [manchester@nottinghillcollege.co.uk](mailto:manchester@nottinghillcollege.co.uk) to extend your course.

#### Failing the course

- In most cases, students pass the course. However, if the assessor feels you have not assimilated the content of the course sufficiently then you may be asked to resubmit your tasks. The first resubmission will be free of charge. For every other resubmission, you will be charged £25. If you have dropped-out, please contact the Course Officer to state your reasons. Once accepted, you will be charged £50 as re-enrolment fees.
- If you do not have the essential proficiency of English to accomplish the course, we reserve the right to fail you without expectation of a refund. As a guide we recommend that non-native speakers have a minimum IELTS 6.0 score. If you are unsure, we could arrange access to our placement test free of charge.

#### Plagiarism

- Copying word for word from any source including your course book is considered plagiarism. Nonetheless, we recognize that researching and sharing ideas play a vital role in the academic endeavour. With this in mind, we request our students to present genuine work. Their answers must be tailored to their particular teaching environment & their activities must be modified to reflect their students' needs. To avoid plagiarism, you must use your own words, paraphrase ideas & alter activities. If any student is found responsible for any violation of this rule, he/she will receive a written warning. If violation is repeated, students will be subject to course failure. No refund will be made.

#### Trainer

- Online courses: You can contact your trainer at any time by email. For general questions your trainer will reply within 48 hours (Monday to Friday). For feedback on assignments your trainer will respond within 5 days (Monday to Friday).

#### Certificates

- Every endeavour is made to ensure that certificates reach the graduates within 15 working days upon exam results. Notting Hill College, however, cannot be responsible for certificates that are not received due to postal issues (wrong recipient and/or postal address). If you have not received your certificate within 15 working days of passing your course, please contact us for assistance. Certificate issuance is free of charge for the first attempt. If the package bounced back, graduate will pay £40 for resending.
- All graduates can request a new certificate to replace a lost certificate for the administrative fee of £50 within the United Kingdom and £75 worldwide. This fee includes standard postage and packaging. If the graduate requires alternative postal arrangements, this will solely be at the cost of the graduates.

#### Liability

- Notting Hill College does not accept liability for any loss or additional expense caused by delay or interruption to travel services, weather conditions, civil disturbance, industrial action, strikes, wars, floods, sickness or force majeure. Such losses or additional expenses are your responsibility. Force majeure represents unusual and unforeseeable circumstances such as war or the threat of war, riots, terrorist activity, civil strife, industrial disputes, natural or nuclear disaster, fire, flood or adverse weather conditions.
- Notting Hill College does not accept responsibility or liability for death, bodily injury or illness caused to the student or any other person included on the application form. Any claims shall be subject to English law in respect of any question of liability or quantum and all proceedings shall be within the sole domain of the English courts.
- Under no circumstances does Notting Hill College accept responsibility or liability for loss of personal possessions while attending the course.
- Notting Hill College does not accept responsibility or liability for any other event which may affect you or your course.

#### Data Protection Act 1998

- In order to register and receive or use the services on our website, you will be required to submit some personal information, such as your name, your postcode and email address. We have a legal duty to ensure that we keep your personal data safe and secure, in accordance with the Data Protection Act 1998. We will not share your personal information with anybody else without your knowledge, unless we are required by law to do so.

#### Acceptance of Terms and Conditions

- By signing the application form, verbally agreeing on the telephone or ticking the relevant box on the website you are agreeing to accept all these conditions. The person, who signs the application form, does so on behalf of all the registered individuals included. Hence, all are bound by the booking conditions.

### Our Policies

#### Equal Opportunities

##### Equal Opportunities Policy Statement:

Notting Hill College believes that equal opportunities are important in order to:-

- Encourage the development of individuals' abilities, talents and potential to the full
- Attract potential students from the widest possible pool of talent.
- Meet its moral and legal obligations.
- Provide a working environment free from unlawful discrimination, harassment or victimisation.

Notting Hill College (NHC) has adopted the following Equal Opportunities Policy Statement: Notting Hill College will seek to ensure that all students & staff are treated equally in all aspects of course provision, regardless of age, race, colour, nationality, ethnic or national origin, disability, gender, marital status, sexual orientation, political belief, religion, or irrelevant criminal conviction or other irrelevant characteristics. This policy will be widely promoted, and copies will be freely available and displayed in the Affiliate Centre's offices.

#### Implementation and Monitoring

Notting Hill College (NHC) will take measures, including staff development and training to combat inequality, discrimination or prejudice based on any of the personal characteristics mentioned above, and to eliminate barriers which may prevent people joining as employees or as students. It is the responsibility of the Affiliate Center's Manager to monitor effectiveness, and to review and develop the policy where necessary. Monitoring and review will take place annually. Students or employees who feel they have been discriminated against should raise the matter with the Center's Manager. Initially the student/employee and Center's Manager should aim to resolve the matter informally. It may be that discriminatory action is unwitting and easily resolved once the problem is clear. If students or employees are dissatisfied with the outcome, the complaint is very serious, or the Centres Manager(s) is/are the cause of the complaint, the student/employee should raise the matter, in writing.

#### Complaints and appeals

If for any reason you are not satisfied with the service provided by Notting Hill College, then please email us: [complaints@nottinghillcollege.co.uk](mailto:complaints@nottinghillcollege.co.uk) Please outline the nature of your grievance and we promise to take measures & acknowledge your complaint within 24 hours. The Quality Assurance Manager will try to reach a satisfactory conclusion for all sides within 4 working days. If you are not satisfied with your distance learning grade, please contact your online tutor for detailed feedback. If you are still not satisfied then please contact the The Quality Assurance Manager at the above address. If you have to drop-out please contact The Quality Assurance Manager to state your reasons. Once accepted, you will be charged £50 for re-enrolment fees. If you have do not pass your course, you have the right appeal. You will be notified of your grade and the reasons behind the attained grade, to appeal against such a decision please contact the Quality Assurance Manager at the above address outlining the justification for your appeal.

#### Reassessment

Our reassessment procedure will be initiated should a student be unhappy with their final grade, or should they want further clarification on why they were awarded their final grade. Once the student has agreed to the terms & conditions outlined in this document, the reassessment procedure can begin. This will involve an assessor (different from the assessor who originally graded their work) reading through the student's assignments/quizzes/final exam. The next step will be for the assessor to create a report for each piece of work using the Grading Rubric which all students will have received (as it is detailed in each Programme Handbook). Once the reports are complete, relevant grades will be awarded. Once all pieces of work are graded, a final grade will be awarded.

Once the procedures have been completed, there will be one of three outcomes. These are as follows:

##### Increase in Grade

If once the procedure has been completed, the student is awarded a higher grade than they originally received, the student will be sent their reports and a new grade book via email. They will be sent a new certificate which displays their higher grade by post, as well as a new verification number to confirm the certificate's authenticity. Once this new certificate has been issued, the original certificate and verification number will become invalid.

##### Grade is Maintained

If once the procedure has been completed, the student is awarded the same grade as they originally received, the student will be sent their reports and a new grade book via email. The student will keep their original certificate and verification number.

##### Decrease in Grade

If once the procedure has been completed, the student is awarded a lower grade than they originally received, the student will be sent their reports and a new grade book via email. They will be sent a new certificate which displays their lower grade by post, as well as a new verification number to confirm the certificate's authenticity. Once this new certificate has been issued, the original certificate and verification number will become invalid.

#### Refund policy

##### Distance Learning Courses

Distance learning enrollment becomes effective instantaneously. As soon as a student has paid for a course, the student has access to the programme. As such, Notting Hill College does not refund tuition for distance learning courses once a student is enrolled. Course fees are non-refundable once a student's account is activated and download is permitted.

##### Classroom-based Courses

No refund is given after registration is received. Cancellations are not permitted (with the exception of severe illness or injury to the attending student). Rescheduling within the first seven days will incur a £100 penalty.

- Course fees are totally refundable 15 working days before the start of the course.
- If a refund is requested a week or less before the course start date, we will deduct 15% to cover administrative fees.
- Course fees are non-refundable once the course starts.
- Course fees cannot be transferred to another course or system.
- Course fees cannot be transferred to another student.

Signed \_\_\_\_\_

Dated \_\_\_\_\_