

Financial Terms and Conditions

Exam Access Arrangements for Support Staff

Online Course

from November 2016

1. Please read this information carefully

It is the responsibility of the candidate to ensure that the terms and conditions for the course they enrol on are followed and that Dyslexia Action receives payment as instructed.

Please note: Online courses cannot be released to candidates until all fees have been paid in full.

2. Candidate Responsibility

Candidates are responsible for ensuring the payment of all tuition costs even if the fees are paid for by a third party.

3. Payment Information

All payments must be made in Pounds Sterling (GBP) **before** the start of the course

Please note: Online courses cannot be released to candidates until all fees have been paid in full.

The CPD registration deadline is one week prior to the start of the course. Registrations received after this time (less than one week prior to start of course) will incur an additional £10 non-refundable administration fee.

4. Payment Methods

Dyslexia Action accepts VISA, MASTERCARD or MAESTRO only. We are unable to accept any other forms of credit card.

Only credit or debit card payments are accepted. If your course is being paid by an employer or you are booking on behalf of an employee and cannot pay by credit/debit card or have a Purchase Order number, please contact us **BEFORE** starting the registration process. Please note there will be an additional fee of £25 for any payments not made at the time of online registration by credit/debit card.

5. Programme Registration

Following satisfactory completion of the registration process:

- 5.1 When the payment is by credit or debit card; the candidate will receive an email with confirmation of a place on the course together with an invoice.
- 5.2 When the payment is by cheque or bank transfer (pay later option); the candidate will receive an email together with an invoice requesting payment. The candidate is responsible for ensuring the payment of all fees even if the fees are paid for by a third party. Payment must be made promptly to ensure a place on the course.

6. Candidate Cancellation of CPD Unit and Award Courses

Cancellation is defined as a candidate leaving a unit or award before they have started on the course.

6.1 Candidate cancellations must be made in writing by email to the course administrator at cpdmail@dyslexiaaction.org.uk . We are unable to accept notification of cancellations by telephone.

6.2 Table of Cancellation Charges

Once a candidate has cancelled before a course start date the following fee refunds apply:

Cancellation Made	Fee Refundable
Before the start of the course	100% of course fee (less £25 admin charge)

6.3 Candidates who cancel before a course has started may apply to study the course again but must pay the full fee at the time of registration.

7. Dyslexia Action Cancellation of Courses

Dyslexia Action reserves the right to cancel any unit where candidate numbers are insufficient to allow it to run. In this case candidates will be offered places on a future run of the unit, an alternative unit or a full refund of fees.

8. Withdrawal from a CPD Unit or Award Course

Withdrawal is defined as a candidate leaving a course which they have started before the programme is completed.

8.1 Once a candidate has started a course and then withdraws or fails the course, then no refund will be given.

9. Contact Details

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

Dyslexia Action Training and Professional Development
10 High Street, Egham, Surrey. TW20 9EA

cpdmail@dyslexiaaction.org.uk

Tel: +44 (0)1784 222304