



# THE CONSULTANTS-E



## ONLINE COURSES Terms & Conditions

# General Terms & Conditions

## Payments

Under European Union legislation, you have the right to cancel within seven days of our contract with you. If you cancel your enrolment you will have your payment returned. To be refunded please provide full details of your enrolment including all reference numbers and payment correspondence to [admin@theconsultants-e.com](mailto:admin@theconsultants-e.com).

**Note:** We are occasionally obliged to cancel a planned course if we do not have the minimum required number of participants (six). Cancellation will normally occur two- three days in advance of the course start date. In the event of a course cancellation you will be offered the opportunity to have a full refund, roll your enrolment over to the next course date, or transfer to another course with a discount.

## Deferrals

A deferral means that you leave one iteration of a course and join another at a later date, and we are obliged to levy a series of deferral fees to cover associated administrative and tutoring costs in all such cases. Note that deferrals are only granted in exceptional circumstances (bereavement, long-term illness, relocation, etc.) and on receipt of concrete supporting evidence. When you join a new iteration of your course you will need to pay the deferral fee to join it.

Deferral fees are calculated to cover associated administrative costs, costs connected with our contractual obligations to tutor(s) assigned to your course, and with how much of the course you may already have done at the time of deferral.

You will also need to cover bank costs as appropriate (note that our bank does not charge for transfers within the UK, but has a standing charge of £17.00 for any international transfer).

The deferral fee needs to be paid within one month of a deferral being granted. You then have up to one year (twelve calendar months) in which to take the course again. If more than twelve months elapse between your deferral and enrolling on the course again, you will need to pay the full course fee, and start the course from the beginning as a new participant. Previous work will not be validated in this case.

The deferral fee - how much you will need to pay to join a future iteration of your course - will be calculated as a combination of administrative costs, tutor costs, bank and associated charges and a fee based on how much of the course you have done at the time of referral.

If you have done less than 50% of the current course, you will need to pay 25% of the fee of the next course you join.

If you have done more than 50% of the current course, you will need to pay 50% of the fee of the next course you join.

## Refunds

### Before the Course Starts

If you need to cancel before the course starts, we are able to offer the following refunds:

> 2 weeks before the course starts = 100% refund

< 2 weeks before the course starts = 75% refund

### After the Course has Started

Generally speaking, by the time your course starts we will have invested time and money in the administration of the course, in contracting one of our tutors and agreeing terms and conditions for their tutoring time and they will already have spent time working with you on the course. This makes it

very difficult for us to issue refunds after a course has started, and we will only be able to do so in special unforeseen circumstances (long-term illness, bereavement or similar), and with concrete evidence to support a refund application. In such circumstances we can offer the following refunds, based on how much of the course you have already had access to:

< 25% of the course completed = 50% refund

< 50% of the course completed = 25% refund

> 50% of the course completed = 00% refund

Please note that these exceptional refunds are calculated after tutor costs and bank charges have been deducted.

In most cases, issuing a refund will incur increased bank charges, so we do offer the possibility of keeping the refund in credit with us to put towards another course in the subsequent twelve months, or transferring the credit to a friend or colleague for their use when enrolling with us. Please ask us about this option when asking for a refund.

**NOTE:** As moderation fees for our certified courses are paid directly to the moderating body, we are never, under any circumstances, able to issue a refund for them.

## Course Specific

### CertICT

#### Module 3 Project Referrals

A referral happens when you submit your final course project to Trinity College London for external evaluation, but you are not awarded a Pass grade. A Referral grade means that your work has not met enough of the evaluation criteria to be awarded a Pass. In this case, you have one opportunity to rewrite and resubmit your work, based on the project feedback from your course tutor and from the Trinity external moderator, within a period of 12 weeks from

the date of receiving your Referral grade. If your project is not resubmitted within this 12-week period, you will need to take the CertICT course again from the beginning as a new participant, and pay the full course and moderation fees. Previous work will not be validated in this case. In exceptional cases such as bereavement, relocation or medical reasons, an extension on your referral can be granted, at the discretion of TCE and Trinity, and assuming you submit supporting documentation (such as a medical certificate).

Referral fees are calculated to cover associated administrative costs, and the external re-moderation of your final project by Trinity College London. The referral fee for the CertICT is currently the same as Trinity moderation fee for the course.

### Appeals & Complaints

**Appeals:** In cases where a candidate is compelled to challenge their final grade they should appeal through The Consultants-E to Trinity in writing. The Consultants-E will then contact the Chief Examiner of Trinity who will review the Module 3 project and the moderation procedure. Only one appeal is permitted and the candidate's claim will either be upheld or rejected. There is no fee for this process and the Chief Examiners decision is final.

**Complaints:** Complaints will initially be dealt with by The Consultants-E, but in the case of a serious complaint, the complainant is invited to submit the complaint in writing to Trinity College London.

### Certificates

On successful completion of Module 1 or Module 2, you are issued with an electronic report/certificate from The Consultants-E. This is sent to you by email.

On successful completion of Module 3, you are issued with a printed certificate from Trinity College London, and an electronic report/certificate from the Consultants-E. The printed Trinity certificate is sent to you by registered post, and the electronic report/certificate is sent by email.

Before ordering your certificate from Trinity we will

check with you to confirm the name you want to appear on the certificate, and the address to which it should be sent. We only receive one copy of your certificate from Trinity, and this is the one we send to you.

Should there be any problems with either the name or address after sending, we will be obliged to order another certificate from Trinity and you will be responsible for covering the costs of obtaining and sending the new one to you. This same system holds for lost or damaged certificates after receipt.

We send all certificates in stiff-backed protective envelopes, by special delivery (signed for), and cover the cost of this delivery. If you would like your certificate delivered by a courier company such as DHL, then we will arrange for this to happen on receipt of the appropriate courier company fee from you.

## CertIBET

### Referrals

A referral happens when you submit your final course assignment to Trinity College London for external evaluation, but you are not awarded a Pass grade. A Referral grade means that your work has not met enough of the evaluation criteria to be awarded a Pass. In this case, you have one opportunity to rewrite and resubmit your work, based on the project feedback from your course tutor and from the Trinity external moderator, within a period of 12 weeks from the date of receiving your Referral grade. If your project is not resubmitted within this 12-week period, you will need to take the CertIBET course again from the beginning as a new participant, and pay the full course and moderation fees. Previous work will not be validated in this case. In exceptional cases such as bereavement, relocation or medical reasons, an extension on your referral can be granted, at the discretion of TCE and Trinity, and assuming you submit supporting documentation (such as a medical certificate).

Referral fees are calculated to cover associated administrative costs, and the external re-moderation of your final project by Trinity College London.

Referrals fees are currently the same as Trinity moderation fees for the CertIBET course.

## Appeals & Complaints

**Appeals:** In cases where a candidate is compelled to challenge their final grade they should appeal through the course provider to English UK in writing. English UK will then contact the Chief Examiner of Trinity who will review the assignment and the moderation procedure. Only one appeal is permitted and the candidate's claim will either be upheld or rejected. There is no fee for this process and the Chief Examiners decision is final.

**Complaints:** Complaints will initially be dealt with by The Consultants-E, but in the case of a serious complaint, the complainant is invited to submit the complaint in writing to English UK and/or to Trinity College London.

## Certificates

On successful completion of the course, you are issued with a printed certificate from Trinity College London. The printed Trinity certificate is sent to you by post. Before ordering your certificate from Trinity we will check with you to confirm the name you want to appear on the certificate, and the address to which it should be sent.

We only receive one copy of your certificate, and this is the one we send to you. Should there be any problems with either the name or address after sending, we will be obliged to order another certificate from Trinity and you will be responsible for covering the costs of obtaining and sending the new one to you. This same system holds for lost or damaged certificates after receipt.

We send all certificates in stiff-backed protective envelopes, by special delivery (signed for), and cover the cost of this delivery. If you would like your certificate delivered by a courier company such as DHL, then we will arrange for this to happen on receipt of the appropriate courier company fee from you.



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