

## childcarestudy policies and procedures – terms and conditions

Please read these conditions of enrolment that follow in full before sending in your enrolment form. They do not affect your statutory rights in any way

### What does my course fee include?

Your course fee includes:

- Your course materials
- Internet study site
- Individual online tutor support for up to two years from the date of your registration

### Is there anything my course fee does not cover?

Unless specified, your course fee does not cover:

- Any additional set books you need to purchase
- Registration or exam fees to awarding bodies

### I want to do a different course, can I transfer?

If you contact us within 14 days of receiving your materials and you can return them to us in a re-saleable condition, we'd be happy to transfer you. You must pay any difference in price between your new course and the old one. Outside the 14 day period, transfers will not be possible.

### Can I extend my enrolment after the 2 years are up?

Our success guarantee states that if you do not achieve your vocational qualification we will continue tutoring you free until you achieve, provided your syllabus has not changed and providing you have completed all your course tasks and sent them to your tutor for assessment.

We cannot support you after your 2 year study period is completed unless you have met the criteria set out above.

I have a fees list from 3 months ago, the price is different now, can I have the old price?  
The price you pay is the price that is on the fees list in the month when you enrol with us. We reserve the right to make changes to our prices without notice.

### I've changed my mind, can I have my money back please?

We will give you a full refund on cancellation if:

- you return your materials to us, at your expense, within 14 days of receiving them
- the materials are in a re-saleable condition

### Discounts

We offer £20 off the total enrolment value for people receiving Job Seekers' Allowance and/or a means tested State Benefit. If you wish to use the discount, please provide a photocopy of the relevant document (e.g. benefit book) with your enrolment form when you apply.

You can only use one discount pre enrolment form. If you have an organisational discount, you cannot use the fees list offer as well.

### Funding for Childcare courses

You may be able to get help with the costs of your childcare course and useful information from your Early Years Development Childcare Partnership (EYDCP).

Visit [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk) or ring 08000 96 02 96 to find your local office.

The European Social Fund may also be able to help with funding, visit [www.esfnews.org.uk](http://www.esfnews.org.uk) to find out more.

If you are a training officer at an EYDCP and would like to find out more about how Childcare Study currently works together with other partnerships across the country, please contact Deborah Robbins on 0116 239 4779 [Childcarestudy@btinternet.com](mailto:Childcarestudy@btinternet.com)