



## TERMS & CONDITIONS

This document sets out our general conditions of registration that apply to I-Success Academy.

If you have any questions, don't hesitate to contact us. Staff will be pleased to answer your questions. Please note that we will monitor and log some phone calls to the company to make sure that we have carried out your instructions correctly and to help us improve our services through staff training.

Our customer Service contact details are:

i-Success Academy  
Contact Number: 0203 1501284  
Email: [info@i-successacademy.co.uk](mailto:info@i-successacademy.co.uk)

## COURSE DESCRIPTION & TIMESCALES

Our Delivery policy is as follows:

Once you pay your first instalment or full course fee, you receive an email with an enrolment form to complete and send back to us so that you can get your student portal log in details within 24hrs of submitting your completed enrolment form to start your course.

The welcome email will have instructions on how to access your student portal and course resources and materials, which you will need to follow and carry out.

Our Assessor will send you an email to introduce themselves and explain the support available for you to complete your course.

You are required to start with unit 1 of your course and submit to your Assessor through your student portal and you will receive feedback from your Assessor within 10 working days of submission, or within 2 working days if you are enrolled on our fast track option.

You are required to submit assignments on a weekly basis. If you do not submit anything for four weeks and you do not contact your Assessor by email to explain why, you will be seen as part of "inactive learners" until you contact us and say you are ready to continue consistently. (If you have any problems with weekly submission, please inform your Assessor by email)

There is a certificate fee of £50 payable once you complete, which is the awarding organisation cost to issue the certificate. (We do not charge this up-front, so that learners who for unforeseen circumstances have to withdraw are not penalised and charged for what they did not complete)



You have a maximum of 12 months to complete your course, unless agreed otherwise with the Centre Manager

## **GENERAL CONDITION**

### **1. Forming the agreement**

1.1 This agreement comes into force when you make your first payment and we send you the student portal log in.

### **2 Disclaimer of Warranties and Limitation of Liability**

We (I-Success Academy Ltd) warrant that we will carry out the service you have requested with a reasonable level of care and skill. Any liability arising under any agreement between you and us shall be limited to any sums paid by you to us. As far as permitted by law, we shall not be liable to any person for losses or damages that were not reasonably foreseeable and that were not caused by any breach on our part.

If you require any changes to these terms, please request such changes in writing to I-Success Academy. We do not undertake to incorporate such changes, but any mutually beneficial suggestions will be considered.

We shall not be liable to any person for any direct or indirect loss or damage as a result of your course enrolment. Should any liability arise, it will be limited to the course fee paid.

### **3 Our obligations to you**

3.1 We will provide you with the course materials, access to student portal, Assessors and candidates (where relevant), registration with the awarding body and certification, as described in the course description. We affirm that the course materials provided will meet a satisfactory standard. We aim to produce materials of the highest quality however we do not affirm that they will be error free. You are responsible for inspecting the course materials as soon as is reasonably possible following receipt. It is your sole responsibility to contact us should the course materials not be received in a satisfactory condition.

3.2 We will not be liable for any failure to perform any or all of our obligations where that failure is due to the actions of someone else or to any cause beyond our reasonable control.

### **4 Accreditation**

4.1 Many of our courses are accredited by national Awarding Organisations, including (but not limited to) TQUK. Due to changes in certification processes, it may occasionally be necessary to substitute an Awarding Organisation for another of similar or superior status. Such substituted accreditation will always be from an Ofqual-regulated provider. We reserve the right to do so according to operational requirements, without individual notification.



## **5 Plagiarism**

5.1 We will not allow copying of work and where plagiarism is found we reserve the right to withdraw the student from the course without a refund of the course fee.

## **7 Copyright**

All copyright and other intellectual property rights relating to the course materials are either owned by or licensed to us. Copying, adaptation or any other use of all or any part of it without our express permission is strictly prohibited.

## **8 Data Protection**

We will not disclose your details to any person, unless you have given your consent or we are compelled to do so by law or in response to a valid, legally compliant request by any law enforcement agency or government authority.

## **9 Privacy & Security**

Your payments are made through our secure payment processing centre. We never receive your card details when entered through our online payment.

## **10 Promotions**

Promotions are subject to availability and may be withdrawn at any time.

## **11 Course fees**

11.1 You have registered for the course or courses shown on the invoice you paid.

11.2 You agree to pay the course fee as shown on the information email you received when you enquired. The course fee covers all parts of the registered course, but not set books.

## **Dates of payments**

11.4 Instalment option: 2nd payment is due within a month of your first payment. You will need to set up a direct debit, without that, your enrolment will not be processed. If you default on payment, we will charge you for any legal or other costs we incur in recovering the debt, including a fee for our reasonable administrative costs. A student may also be withdrawn from the course for non-payment of fees. It is important that you contact us immediately if you fall into difficulty. (Certificates will not be released if payments are not made in full at the time you completed)



### **Charges:**

- All payments not paid at the time it is due will result in a late fee, after 5 days of being due.
- We will charge you £30 if you send us a payment and it is returned unpaid.
- We will charge you £30 if your payment is 5 or more days late or your card is declined on the due date.
- If you defer on your payment and your course is suspended, once you decide to pay and complete your course, no instalment option will be valid, you will have to pay the full balance to be re-instated onto the course.
- In cases of default if your account is not brought up to date 1 week after due date, you will be automatically withdrawn from the course. No refunds will be given and you will not be able to restart the course at any time.

### **12 Cancellation**

Your statutory right under the consumer protection (Distance Selling) Regulations 2000, allows you **fourteen days** from the day after receipt of student portal log in details in which to make a written request for cancellation by email. In the interests of clarity and for the avoidance of doubt, you should note that telephone cancellations are not acceptable. Online only non-accredited courses are outside the scope of the Regulations, and are therefore non-refundable.

Should you experience any problems using the online materials, please contact us via our helpdesk within your student portal.

After the 14 days have elapsed we will not accept a refund request. You remain liable for all fees plus any additional charges incurred for administration, failed direct debit payments or chasing action, including legal fees if appropriate.

Valid refunds will be processed within 21 working days upon receipt of written cancellation request, less 5% administration fee incurred on enrolment.

***"Please note that once you download our course materials, you automatically give up your cancellation rights"***