



Instalment Plan

Students are able to pay course fees via 6 x monthly instalments for A levels, Professional Diploma's and Level 3 Diploma's and via 10 x monthly instalments for Level 5 Higher Diploma's. Please call to enrol on 0844 41 42 800 to arrange or download the enrolment by post forms via http://www.oxfordcollege.ac/enrol_by_post.php

Monthly instalments are collected on the same date each month (if this falls on a weekend, collection will be made on the Friday before) over 6 or 10 consecutive months starting from enrolment date. To set up instalments you must be a UK resident over 18 years of age and able to provide a valid UK registered credit or debit card.

Please note: If a payment is declined or a payment is left outstanding than all Tutor Support will cease and the FULL outstanding amount will be payable. A £20.00 administration fee for each declined transaction will apply. Please see our website for T&C's.

Examples are below.

Please note that a £40.00 administration charge will be added to the first payment of all instalments plans.

Course Fee	First payment (including charge)	5 x Payments of
£315.00	£92.50	£52.50
£365.00	£100.84	£60.84
£390.00	£105.00	£65.00
£415.00	£109.17	£69.17
£465.00	£117.50	£77.50
£615.00	£142.50	£102.50
£665.00	£150.84	£110.84
Level 5 Fee	First Payment (including charge)	9 x Payments of
£1945.00	£234.50	£194.50

General Terms & Conditions applicable to all Customer Agreements

In consideration of any agreements or contracts entered into will be with the Oxford Learning.

1. Definitions

For the purposes of these terms:

'We' and 'Us' means Oxford Learning who will provide the service to you.

'You' means the student receiving the services.

'Course' means a distance learning course.

'Course Materials' means the materials relating to any one course, together with all revision and updates made by us from time to time, which may be in any format and which are required by the student to complete the course.

Headings are included for convenience only and shall not affect the construction or interpretation of this Agreement

2. Cancellations

We offer a money back guarantee on our courses in line with current distance learning government legislation (Consumer Distance Selling Regulations Act 2000) this being an email stating your wish to cancel sent to us within seven days of receiving the link to your online resources. Oxford Learning will not grant requests to cancel out of legislative period in any circumstance.

For returned courses we charge a £20.00 standard fee per individual course. This fee applies to all cancellations without exception

3. Responsibility for course materials

We affirm that the course materials will meet a satisfactory level of quality however; we do not affirm that they will be error free.

You will be responsible for inspecting the course materials promptly. Furthermore, you will be responsible for informing us about any oversights within 48 hours of receipt.

4. Conditions of use

All products are in stock at the time of publication, Oxford Learning cannot guarantee that any particular item is available and therefore take no liability for any products that are sold out. In the event of a product being sold-out and an order accepted, we will endeavor to find an alternative, if this is not possible a full refund will be given.

All goods are subject to Gibraltar taxes, and are included in the price. Claims for damaged goods must be made in writing via email within 48 hours of receipt. Oxford Learning accept no responsibility for claims made after this period.

Please note that we are only able to communicate with the student directly enrolled with Oxford Learning, and who has a valid student number. We will not communicate with any third party.

- Diploma Courses at Level 5

All coursework and questions must be uploaded to the tutor via the upload facilities provided On Campus.

- Diploma Courses at Professional and Level 3

All coursework and questions must be submitted to the tutorial department via email only.

- A Level Courses

It is the students responsibility as a private candidate to find an exam centre. Students on coursework component courses are also responsible for getting coursework marked by their chosen examination centre. Courses which have coursework components are Biology, History and Psychology.

Course printing: It is student responsibility to ensure that they have enough paper and ink and their printer is in good working order before they request to print their full course document, as the license only covers 1 print request per page. Students are able to request one unit / module to be printed at

any one time and then return at a later date to print the next so long as no page is requested to be printed twice. Oxford Learning operate a strict environmental policy and do not have the facility to print course documents on the behalf of any student.

It is student responsibility to ensure that all course materials / documents/ TMA's / SAPS etc are kept safely and securely as these will only be provided once. Should a student lose any part of their course materials or documents, a £75.00 charge per unit / module will apply to re set the print license.

Course Extensions: Oxford Learning do offer course extensions up to 6 months from the date of expiry. A charge of £75.00 per month applies and only one extension will be granted per course. It is student responsibility to determine the number of months to apply and pay for in a block, as no further extensions will be granted. Oxford Learning are unable to offer extensions for reason of 'personal circumstances' the standard policy applies at all times.

Examination Re Takes: Should a student for any reason fail their online examination, Oxford Learning offer a one time opportunity of a re take. A £150.00 fee will apply. Should a student fail the re take of the examination, the student will be required to re enroll and the course fees will be payable in full.

Certificates not Received: Students are given the opportunity to select and pay a £5.00 charge for the Special Delivery of their certificate. If Special Delivery is not selected and paid for and the certificate does not arrive safely via first class mail, the student is required to pay £20.00 for a re issue and £5.00 for Special Delivery to ensure receipt.

Administration Timeframes:

All certificates will be issued within 8 weeks of completion of any one course.

Academic Reference and Predicted Grades will be issued within 28 days.

Refunds will be issued within 14 days.

Professional, Level 3 Diploma and A level course queries and assignments will be returned within 10 working days.

Level 5 course questions will be returned within 14 working days, and coursework will be returned within 21 working days.

Complaints will be responded to within 28 working days.

5: Complaints

If you have a complaint, concern or criticism about any service we offer, please contact us at contact@oxfordcollege.ac, alternatively you may request a copy of our complaints procedure to follow.

6. Transferring the course

We retain the sole discretion concerning whether a course may be transferred from you to a third party. Any such request must be made to us in writing to contact@oxfordcollege.ac within 21 days.

If we agree to allow you to transfer to another course, the total fees paid towards the discontinued course will be offset against the cost of the new course, no refund of any difference will be refunded. However we will require that if the new course is more expensive than the discontinued course, the balance should be paid in full and there will also be a standard £75.00 transfer fee.

7. Warranties & Limitation of liability

(i) We warrant that the Materials will be of satisfactory quality but do not warrant that the Materials will be error free.

(ii) We warrant that we will perform any services provided hereunder with reasonable skill and care.

(iii) We intend to rely on the written terms set out here and on the other side of this document. If you require any changes, please ensure you ask for these to be put in writing. In that way, we can avoid any problems surrounding what we, and you, are expected to do.

(iv) Other than in respect of liability for death or personal injury arising from our negligence, we shall not be liable for: (a) losses that were not foreseeable to both parties when this Agreement was made; (b) losses that were not caused by any breach on our part; or (c) business losses and/or losses to non-consumers.

(v) Our liability for direct losses arising out of our negligence (other than in respect of liability for death or personal injury), breach of contract or any other cause of action arising out of or in connection with this Agreement shall be limited to the total price paid for the Distance Learning Package as quoted.

(vi) Other than in respect of liability for death or personal injury arising from our negligence, we shall not be liable for any indirect or consequential loss or damage whatsoever (including without

limitation any loss of profits, loss of revenue, loss of opportunity or your liabilities to third parties) which you may suffer arising out of or in connection with this Agreement.

8. Payments

The total and full cost of the course MUST be paid for prior to us issuing a certificate of completion.

There is a 15% Administrative surcharge applied from outset for all/each installment plans, other than any Level 5 course which will be applied at 5%, requested by you.

Where payment for your course has been agreed by way of an installment plan via Debit/Credit Card, you agree make the required payment on the dates as agreed from outset. In the event of a payment being declined, you agree to pay the sum due within 24 hours of the due date or a £20.00 administration fee will be applied.

If any payment date should fall on a weekend, the payment will be charged on the Friday prior to the date due.

Should this payment not be received within 14 days from the aforementioned due date then you will be in breach of contract and the full amount owing for the course will become due for immediate payment.

We then reserve the right to refer this account on to our appointed Debt Recovery Agency who will apply further costs for the Collection of the sum owing with you will deal with exclusively from that point therein. Details of this debt may then also be lodged with the main Credit Reference Agencies thus affecting your ability to obtain credit in the future.

For the avoidance of any doubt, should you wish to discontinue with the course at any time then the full amount for the course will still be due as you have entered into a legally binding contract to pay the Course fees in full and any additional fees where appropriate.

9 Copyright

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

10. Data Protection

This privacy statement applies to any personal data you may give to Oxford Learning. We collect any personal data you may give us when you begin your course. We will also collect contact details from prospective students. We maintain data on your transactions with us as well as your use of our services.

11 Other terms

- (i) No relaxation or indulgence which we may extend to you shall affect our rights under this Agreement.
- (ii) If any part of this Agreement is held to be unenforceable the remaining terms and conditions shall continue in force.
- (iii) All liabilities or obligations arising under this Agreement shall be enforceable against you after termination of this Agreement.
- (iv) You will notify us immediately in writing of any change in the address specified. Any notices required to be served under this Agreement, or in accordance with the Act will be deemed properly served if sent by way of prepaid first class post to your last known address.
- (v) This Agreement shall be governed and construed in accordance with the laws of England & Wales and you hereby agree to submit to the non-exclusive jurisdiction of the English & Welsh Courts
- (vi) Calls may be recorded for training purposes.

12 Zero Tolerance Policy

Oxford Learning operates under a zero tolerance policy and will not accept any inappropriate behavior directed at any member of staff under any circumstances. This includes vulgar language

and threats via electronic mail, in writing, over the telephone or in person. Oxford Learning reserves the right to expel and student not abiding by this policy with no entitlement to a refund of fees.