

ESOLCENTRE.UK LTD

©www.esolcentre.uk

# TERMS AND CONDITIONS OF SERVICE

'Learn, Achieve and Succeed with our flexible online courses'

*Learning Agreement  
2018-2019*

## INDEX

1. ABOUT----p.2
2. COURSES----p.3
3. ADMISSIONS-----p.4
4. COURSES STRUCTURE AND DURATION----p.5
5. GOOD PRACTICES FOR STUDENTS----p.5
6. FEES AND PAYMENTS METHODS----p.6
7. REFUNDS----p.6
8. ASSESSMENTS, CERTIFICATION AND TRANSFERS----p.6
9. COMPLAINTS PROCEDURE----p.8
10. MORE POLICIES----p.8
11. WEBSITE USERS----p.8
12. FEEDBACK----p.9



# **Terms and Conditions**

## **Learning Agreement**

### **1. About ESOLCENTRE.UK LTD UK**

Registered private limited company in England and Wales No: 9769584

Office 1219, 109 Vernon House, Friar Lane, NG1 6DQ, Nottingham, UK.

email: [contact@esolcentre.uk](mailto:contact@esolcentre.uk).

General enquiries line: (+44) 7470440099

ESOLCENTRE.UK LTD is a registered distance learning provider with UKRLP (UKPRN 10063055).

ESOLCENTRE.UK LTD is registered with the ICO.

The online courses we provide include:

- ESOL (English for Speakers of Other Languages) beginner (corresponds to A2/CEFR)
- ESOL (English for Speakers of Other Languages) intermediate (corresponds to B1/CEFR)
- ESOL (English for Speakers of Other Languages) advanced (corresponds to B2-C1/CEFR)
- IELTS (International English Language Testing System), Academic IELTS
- ESOL for Medical Purposes (B1-B2/CEFR)
- ESOL listening/speaking (B1/CEFR)
- TKT preparation (teacher training) (C1/CEFR)
- Business English (B2-C1/CEFR)

o Tutors employed/contracted by the centre are highly qualified and experienced to teach the relevant course.

## 2. Courses.

2.1. ESOLCENTRE.UK LTD provides online English courses for learners aged 16+.

2.2. Courses are designed for self-study but regular tutor support is provided at the end of each unit and during the lessons. At the beginning of every course students are allocated a tutor. Tutors can be contacted regarding any course-related issues within the arranged times.

**ESOL beginner**- 100 hour online course, developed to meet the learning needs of students with little knowledge of the English language, currently priced at £85.

**ESOL intermediate**- 100 hour online course, developed to meet the learning needs of students with some knowledge of the English language, currently priced at £89.

**ESOL advanced**- 100 hour online course, currently priced at £95.

**ESOL for Medical Purposes**- 50 hour online course, priced at £85.

**IELTS (Academic) preparation**- 100 hour online course which aims to prepare students for the IELTS test, currently priced at £85.

**ESOL Listening & Speaking**- 20 hour online course, designed to develop listening and speaking skills, priced at £35.

**TKT preparation (Teaching Knowledge Test)**- 90 hour online course, designed to prepare trainee and experienced teachers for the Cambridge TKT, priced at £90.

**ESOL for Business**- 60 hour online course, individual and corporate Business training in English, priced at £85.

**Construction Module**- 30 hour online module, can be taken separately or as part of an ESOL course, priced at £39.

\*ESOLCENTRE.UK LTD reserves the right to alter course prices at any time. However, students who are already enrolled on our courses will not be affected.

\*Please, note that the hours of study for each course are estimated. The time required to complete a course may vary among students.

For a detailed description of each one of the above courses, please visit our website/Courses Page.

### **3. Admissions.**

3.1. ESOLCENTRE.UK LTD is an Equal opportunity learning provider. We welcome candidate-students from all backgrounds and nationalities.

3.2. Due to the nature of our courses (adult education), students must be 16+ of age in order to enrol.

3.3. It is an essential requirement that applies to all candidates wishing to enroll on an online course that they must be IT literate, i.e. be able to use a PC, browse the internet, create, edit, save and upload documents, use MS office programs, email, use microphone/camera on their PC.

3.4. Before enrolling on an online course, you should ensure that you have regular access to a PC, fast internet connection and an up to date browser (Google Chrome or Firefox).

3.5. We advise all of our students to test their [level of English](#) before enrolling on a course so that they can begin at the appropriate level. If you are unsure about how to proceed, please Contact us.

3.6. When filling in our Enrolment form you must make sure all the information you enter is correct and that it applies to you or your child if you are a parent. There may be legal consequences if you provide incorrect or fraudulent information. All personal information can be updated at any time by email or via our Contact form.

3.7. The enrolment process:

- First choose a course you wish to study or take the Placement Test
- Second, fill in the Enrolment form

- Next, pay for your course.
- Finally, you will be emailed a link which enables you to set your password and student account so that you can access the course platform.

The process usually takes around 3 working days.

\*ESOLCENTRE.UK LTD reserves the right to dismiss students who use offensive or threatening language, intentionally disrupt the work of other students or act inappropriately. Inappropriate actions are described in the Code of Conduct for Students.

#### **4. Course(s) structure and duration.**

4.1. All courses are divided into 3, 4 or 5 Units, each unit contains several subunits (Parts), additional learning materials and test(s). Exception: Listening & Speaking course.

4.2. Estimated online study time is as follows 1 course x 20 hours, 1 module x 30 hours, 1 course x 50 hours, 1 course x 60 hours, 1 course x 90 hours and 4 courses x100 hours. Courses must be completed within 12 weeks from the enrolment date. Exceptions: 1) ESOL listening & speaking: this course consists of one Unit, estimated study time is 20 hours and completion time is 2 weeks.

4.3. For detailed description of the course content, please visit our Courses Page.

4.4. Course extensions and special circumstances: In the event where student is unable to complete the course within the specified time, an extension period can be arranged. The student needs to request an extension no later than 7 days before the course end date. Requests can be made via TMP | Tutor Messaging Platform or via [Contact form](#). The time range for extensions is between one and four weeks. There may be a £30 charge for extensions exceeding four weeks.

#### **5. Good practices for students.**

5.1. Students enrolled on our courses are strongly encouraged to meet time limits for course work and complete all assignment/tests within the 12 week- time

frame. It is important that students submit their own work, otherwise they would be jeopardizing their pass.

5.2. Students must not make any of the course materials publicly available. These are intended exclusively for personal study use only. The distribution, sharing and posting of the learning materials and resources provided on the learning platform are strictly prohibited!

5.3. Plagiarism- All students are required to submit their own work. The student will automatically fail the course if caught using the work of others, or receiving any help from a third person. If the course requires students to work on somebody else's work then they are expected to reference the author (see referencing guide).

## **6. Fees and payment methods.**

6.1. Course fees may vary, please see the course description page on our website or refer to section 2 above.

6.2. Payments are made via PayPal/card payment or a bank transfer.

6.3. The course fees are in British pounds but students can pay the equivalent amount in their local currency.

6.4. Payment options may be available for certain courses, visit course descriptions for more information.

6.5. Bank transfers are available for group bookings, partner referrals, resellers or where no other payment options are available to students.

## **7. Refund policy.**

If you change your mind and decide to cancel your registration with us, you are entitled to a refund within 7 days from receipt of your payment. Please, note that you will be charged a £30 administration fee. Refunds can only be authorized providing the learner has not accessed the course materials as these can be downloaded once access is granted.

## 8. Assessments, Certification and Transfers.

Also see Internal verification policy on [Courses](#) Page.

8.1. Certificates of completion are only issued to students who have successfully passed all course assessments. Our certificates do not have an expiry date. Please, note that the certificate is not equivalent to a qualification but certifies guided learning hours of English language training.

8.2. For more information regarding assessment practices, see Assessment Guide.

8.3. Certificates of completion are emailed free of charge to all students who successfully complete a course. Students can have their Certificates posted to any address (UK and International), postage charges apply for non-UK addresses (fees vary depending on your location). Typically, learners receive their Certificates from two to four weeks of course completion. [Contact us](#) for more information.

8.4. Replacement Certificate, confirmation letters, reference etc. can be provided at £15 (exc. overseas postage charge).

8.5. Substitution rule: Students can re-take each Unit test once, providing the first submission is marked Fail. The higher mark out of the two submissions will be taken into consideration when calculating the final result. Fees apply. Please, note that ECAs (end of course assignments) cannot be re-taken.

8.6. Course transfers: If you had taken our placement test and we placed you on the wrong course, you have the right to be transferred to a more suitable course free of charge within 3 days from course start date. You may also be transferred on your tutor's recommendation, you will be consulted and your consent will be necessary. However, if you booked your course without taking our placement test or enrolled on a different course to the one suggested in the placement test, we reserve the right to charge a £30 transfer fee.

8.7. If you have any concerns regarding the quality of the teaching materials or the assessment procedure, please let us know by filling in the Contact form on our website/Contact Us Page.



## **9. Complaints procedure.**

9.1. If you wish to complain about a service you have received from ESOLCENTRE.UK or about a tutor, please visit the Contact us page on our website where you will find a complaint form. Depending on the nature of your complaint it may take up to 14 days to investigate and reply to any concerns raised.

9.2. Before submitting an official complaint though, we suggest that you discuss your concern with your tutor first.

9.3. Time limit of 7 days applies to complaints regarding our services; 7 days from course completion date or from the date the service was provided.

## **10. More Policies can be found on our website under Courses:**

10.1. Data Protection Policy.

10.2. Appeals Policy.

10.3. Internal verification/Quality assurance Policy.

10.4. Malpractice and Maladministration Policy.

## **11. Website Users. Applies to all users of this website.**

11.1. As a user you agree not to duplicate, copy, reproduce, sub-license, republish, distribute, transmit, display or make available, alter, adapt, interfere with, create derivative works from, or paste to any other application or webpage, by any means or in any manner, any content provided or made available on or through this website.

11.2. Each student is responsible for maintaining the confidentiality of their password(s) and log-in details. Students may not share their account details with

anyone and are responsible for all activities that are carried out under them. We do not have the means to check the identities of people using this Website and will not be liable in an event where your password or name is used by someone else. You agree to notify us immediately if you become aware of any unusual or unlawful activity by emailing [contact@esolcentre.uk](mailto:contact@esolcentre.uk).

11.3. We shall not be held responsible or liable for any loss or damages caused by use of or reliance on any content, goods or services available on any partner websites or in the event of personal information being compromised, shared or lost.

## 12. Feedback.

12.1. We value our students' opinions and experiences and would love to hear about them so please let us know by filling in the [end of course survey](#). We take your feedback seriously and use it to improve the quality of our service.

12.2. If you are not a registered student but wish to leave a comment, please use our Contact form.

BY TICKING THE T&C BOX IN THE ENROLMENT FORM, YOU AGREE TO ABIDE BY THE TERMS AND CONDITIONS SET IN THIS AGREEMENT.

Terms used:

ESOLCENTRE.UK LTD, the company, we, the organization

The learner, you, the student

**\*ESOLCENTRE.UK LTD reserves the right to update the current content of this document at any time.**