ESOLCENTRE.UK LTD

©www.esolcentre.uk

TERMS AND CONDITIONS OF SERVICE

Learning Agreement 2026-2027

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

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.6
6. FEES AND PAYMENTS METHODS----p.6
7. REFUNDS----p.7
8. ASSESSMENTS, CERTIFICATION AND TRANSFERS----p.7
9. COMPLAINTS PROCEDURE----p.8
10. MORE POLICIES----p.8
11. WEBSITE USERS----p.9
12. FEEDBACK----p.9

ESOLCENTRE.UK LTD

Terms and Conditions

Learning Agreement

1. About ESOLCENTRE.UK LTD UK

Registered private limited company in England and Wales No: 9769584
167–169 Great Portland Street, 5th Floor, London, W1W 5PF, UK.
email: 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:

- New to ESOL module (Pre-entry level)
- ESOL (English for Speakers of Other Languages) beginner (corresponds to Entry level 1, A1/CEFR)
- ESOL (English for Speakers of Other Languages) elementary (corresponds to Entry level 2, A2/CEFR)
- ESOL (English for Speakers of Other Languages) intermediate (corresponds to Entry level 3, B1/CEFR)
- ESOL (English for Speakers of Other Languages) upper intermediate (corresponds to Level 1, B2/CEFR)
- ESOL (English for Speakers of Other Languages) advanced (corresponds to Level 2, C1/CEFR)
- IELTS (International English Language Testing System), Academic IELTS
- ESOL for Medical Purposes (B1-B2/CEFR)
- TKT preparation (teacher training) (C1-C2/CEFR)

ESOLCENTRE.UK LTD

- Business English (B2-C1/CEFR)
- ESOL for Hospitality and Catering
- ESOL for Construction module

o Tutors employed/contracted by the centre are 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 live lessons. At the beginning of every course students are allocated a tutor. Tutors can be contacted regarding any course-related issues through the learning platform.

New to ESOL- vocabulary building module, priced at £30.

ESOL beginner- 80-hour online course, developed to meet the learning needs of students with limited knowledge of the English language, priced at £99.

ESOL elementary- 100-hour online course, developed to meet the learning needs of students with some knowledge of the English language, priced at £109.

ESOL intermediate- 100-hour online course, developed to meet the learning needs of students with good knowledge of the English language, priced at £119.

ESOL upper intermediate- 100-hour online course, developed to meet the learning needs of students with very good knowledge of the English language, priced at £125.

ESOL advanced- 100-hour online course, priced at £129.

ESOL for Medical Purposes- 50-hour online course, priced at £89.

IELTS (Academic) preparation- 100-hour online course which aims to prepare students for the IELTS test, priced at £99.

ESOLCENTRE.UK LTD

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 £89.

ESOL for Hospitality and Catering- 60-hour online course, priced at £89.

ESOL for Social Care- 60-hour online course, priced at £89.

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 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 enrol 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 files, use email, have a microphone/camera on their PC, follow hyperlinks.

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

ESOLCENTRE.UK LTD

3.5. We advise all students to test their level of English before enrolling on a course so that they 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 through our Contact form.

3.7. The enrolment process:

- First, choose the 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 your LOG IN details and the access link to the learning platform.

The process usually takes three working days.

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

We may ask you to provide proof of ID and/or current address as part of the enrolment process.

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).

4.2. Estimated online study time is as follows 2 modules x 30 hours, 1 course x 50 hours, 3 courses x 60 hours, 1 course x 80 hours, 1 course x 90 hours and 5 courses x 100 hours. Courses must be completed within 12 weeks from the course start date.

ESOLCENTRE.UK LTD

4.3. For detailed description of the course content, please visit 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 by email or Contact form. The time range for extensions is between one and four weeks. There may be a £30 charge for extensions exceeding four weeks. Course extensions are not available to students who pay per unit or for modules.

5. Good practices for students.

5.1. Students enrolled on our courses are strongly encouraged to complete all 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/module 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! Students' Log In details must not be shared with anyone.

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, receiving any help from a third person, or using AI (artificial intelligence) generated answers. 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 by debit/credit cards or bank transfers.

6.3. The course fees are in British pounds but students can pay the equivalent amount in different currencies.

ESOLCENTRE.UK LTD

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. Refunds will not be issued for New to ESOL module and pay per unit course bookings.

8. Assessments, Certification and Transfers.

Also see Internal verification policy on Courses Page.

8.1. Certificates of completion are only issued to students who successfully pass 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. Qualification exams are available at extra cost.

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 (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 letter, reference etc. can be provided respectively at £15, £15 and £30 (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

ESOLCENTRE.UK LTD

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 24 hours 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 or refuse a free transfer.

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 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 submit the complaint form on our website. 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 and student support first.

9.3. Time limit of 7 days applies to complaints regarding our services; 7 days from course end date or from the date the service was provided. You may complain about coursework-related issues before your course ends.

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

10.1. Data Protection Policy.

ESOLCENTRE.UK LTD

10.2. Appeals Policy.

10.3. Internal verification/Quality assurance Policy.

10.4. Malpractice and Maladministration Policy.

10.5. Safeguarding Policy.

10.6. Sustainability Policy.

10.7. Other policies.

11. Website Users. Applies to all users of ESOLCENTRE's website(s).

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 ESOLCENTRE's website(s).

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 all people using this Website(s) 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.

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.

ESOLCENTRE.UK LTD

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.**

ESOLCENTRE.UK LTD