



## Student Enrolment Form

All completed enrolment forms to be emailed to Jacky Stansfield (jacky@dlctraining.co.uk)

### Student Details

Name:  D.O.B:

Please tick your preferred contact number and email address

Mobile No:

Home Tel:   Work Tel:

Home Email:

Work Email:

When is the best time to contact you?  Morning  Afternoon  Evening

### Home Address

Address 1:

Address 2:

City:

County:

Postcode:

Country:

### Delivery Address (This is where your materials will be delivered. A signature is required upon delivery)

Tick here if delivery address is home address above

Address 1:

Address 2:

City:

County:

Postcode:

Country:



### Course Details

Course:

Level:

### Study Package

Books  Tuition  Membership

### International Students Only

I have contacted my local British council to check they can host the exams for my course.

### Business Sponsor Details (Your line Manager or someone from your HR Department with an Interest in your studies)

Name:

Tel Number:

Email:

Position Held:



### Payment by Card (To be completed by the person paying for the course)

Card Type:



Card Number:

Expiry Date:

 / 

Security Number:

Issue Number

### Card Holder Details / Payment by Invoice

Name:

Company:

Address 1:

Address 2:

City:

County:

Postcode:

Country:

### Payment Summary

Course Cost:

Membership Cost:

Total Including VAT:

### Payee Declaration

Date:

Name:

This is to confirm that I agree to the terms and conditions stated page 5-10

Signature:



## Support Required (To be completed by all applicants)

We welcome your application if you have learning difficulties, a disability or other additional support needs. Please help us to ensure that you get the most from your time with Distance Learning College and Training by ticking either box A or B.

A.  I would like to talk to someone about support for:

(please tell us why you need support, for example dyslexia, deafness/loss of hearing, loss of vision, learning difficulties, medical issues, mental health issues, personal support issues or any other reasons)

B.  I do not need any support at the moment, but I know that I can ask for support if I need it later.  
(Please let us know as soon as possible if you need any special arrangements for examinations)

## Ethnicity

Distance Learning College and Training is an Equal Opportunities college and believes that equal opportunities for all are essential to good education and employment. To help us ensure this policy is put into practice, please complete the details below. These details will not be used in the selection procedure.

How would you describe your ethnic origin:

- |  |   |
|--|---|
| <input type="checkbox"/> Asian or Asian British - Bangladeshi                | <input type="checkbox"/> Mixed - White and Black African    |
| <input type="checkbox"/> Asian or Asian British - Indian                     | <input type="checkbox"/> Mixed - White and Black Caribbean  |
| <input type="checkbox"/> Asian or Asian British - Pakistani                  | <input type="checkbox"/> Mixed - Any other Mixed background |
| <input type="checkbox"/> Asian or Asian British - Any other Asian background | <input type="checkbox"/> White - British                    |
| <input type="checkbox"/> Black or Black British - African                    | <input type="checkbox"/> White - Irish                      |
| <input type="checkbox"/> Black or Black British - Caribbean                  | <input type="checkbox"/> White - Any other White background |
| <input type="checkbox"/> Black or Black British - Any other Black background | <input type="checkbox"/> Any other                          |
| <input type="checkbox"/> Chinese   | <input type="checkbox"/> Not known / declined answer        |
| <input type="checkbox"/> Mixed - White and Asian                             |   |



### **The Client**

The person legally responsible to pay for the training course.

### **The Student**

The person to receive the training outlined on this enrolment form.

- It is the Students responsibility to notify the college of any change of circumstances, (i.e. change of address or name or employer/sponsor or any other contact details)
- Students must also keep us informed of study progress, exam preparation and exam entry.
- All Students must ensure that all work submitted is their own.

It is duly noted that the person paying for the course and entering into this agreement can be an employer and may not be the student.

### **Policies and Procedures**

You agree to adhere to all policies and procedures with additional emphasis on student agreements, online usage policies, submission usage agreements, assignment submission agreement and exam readiness agreement.

### **The Agreement**

Means the entire agreement between DLC and the client/student comprising these conditions, the enrolment form and any payment options agreed to in relation to the Distance learning package.

### **The Enrolment Form**

Means the enrolment form completed by the Client or student and submitted to DLC (together with payment for the distance learning package) detailing the course(s) which the client/student has enrolled on and specifying the fees payable by the client/student to DLC.

### **Course Fees**

Although every effort will be made by DLC to advise students as to the best course for them based upon the information provided by the student, it is the student's responsibility to ensure that they select the correct level and course of study.

Unless specifically stated, course fees do not include additional text books but do include all study material enabling you to pass your course.

- Course fees do not include provision of software needed to access our study material by e-Study; we will however endeavour to supply the information using the software requested .
- The "Full Course" fee is a discounted rate for paying your fees in full before commencing your course.
- The study and support aspect of your course fee has been calculated on the basis that you study to the agreed timescale submitting 1 piece of work a week in line with the work submission agreement. DLC operates a 48 week tutor marking calendar year. 4 weeks of shutdown are reserved for holidays, training & Development.
- Telephone contact time with tutors has been calculated on the basis of weekly contact with your tutor typically lasting 15 minutes.
- Your course fee has also been calculated on the basis that we supply materials, including books paid for, 1 unit at a time, and to a students typical performance studying a course. This is the length of study you have paid for, please see study periods on page 6.
- We will supply materials or a new unit login around 3 weeks from the end of each unit of studies, on the basis of work submitted or on the basis of DLC being satisfied as a result of discussion that you are in fact at that point. Students must request next unit materials via the learning hub or student admin.
- Exam, Assessment and Institute Membership fees are not included in the standard course price.



## Payment

Payment terms for all DLC invoices are 14 days net.

- Anyone entering into a direct debit/standing order arrangement that stops paying will become immediately due to settle the full outstanding balance.
- If your employer/sponsor known as the client for the purposes of this agreement has agreed to pay your course fees but fails to do so for any reason, you 'the student' becomes liable for all costs.
- Full course fees must be paid as agreed at the time of enrolment .
- If during the 10 day cooling off period you wish to cancel your course then you must do so in writing within the ten day period. After which DLC will consider your enrolment to be active and will commit to the necessary costs to provide you with your course of study. After the 10 day cooling off period the refund policy applies in full.
- If the client/student fails to comply with any terms of this agreement, DLC shall be entitled to recover from the customer the reasonable costs, expenses and losses incurred by DLC as a result of locating the customer, communicating with the customer and collecting any unpaid sums. Such sums shall be payable to DLC upon demand. In the event of legal action for breach of the payment obligations, the customer will be responsible for all costs and expenses allowable by the court if an award is made in favour of DLC.
- If a client/student has opted to pay by payment plan they must adhere to the agreement set out at point of enrolment paying the instalment amount as agreed and to be received on or before the 28th of each calendar month. It is a student's responsibility to ensure that payments are received on time and as agreed - if the student/client wishes to amend their payment details or agreed payment schedule at any point during their studies a period of 7 working days notice must be provided.
- Late payments will be subject to a £25 administration charge for each calendar month. A late payment will be defined as any payment not received on the calendar date agreed to at point of enrolment.
- Payments that are late for a period of 2 months will result in a course suspension. After two months of non payment a student will be notified that their course is subject to suspension - failure to rectify an outstanding balance within 14 days of this notification will result in the full outstanding balance becoming immediately due.
- Failure to settle the outstanding balance once it becomes due will result in the debt being put into the hands of a debt collection agency. For overseas students you will have the debt registered meaning that you will not be able to study further with any UK organisations. DLC May also take action to inform the relevant institutes and awarding bodies of failure to settle outstanding balances.

## Program of Study

The program of study may vary in accordance with necessary quality improvements or changes in educational practices or technology. As an organisation delivering a high quality service we reserve the right to make changes to practices between ourselves and our students. We reserve the right to:

- Change the way that we deliver the course.
- Change how students submit work.
- Provide studies in a range of formats, distance learning using email or learning platforms as a tool or other internet / I.T. based solutions were possible.
- Change develop and advance learning platforms.
- Provide course materials in a range of formats, including if we have to change the format of materials supplied to students in line with our suppliers making changes, without penalty or refund.
- Where necessary, DLC reserves the right to change policies and procedures in line with quality improvements.



## Study Materials

All study materials are protected by copyright. You may retain them solely for your own instruction.

- Study materials may be provided in the form of paper, CD, downloadable file format or online learning platform. DLC reserve the right to supply materials in any of the formats given as dictated to us by our suppliers as circumstances arise.
- Changes to material supply can take place and again DLC reserve the right to change study process and materials in line with developments and the high standards of quality that we have to adhere to.
- DLC will always endeavour to provide the materials as advertised and as requested by the student, however in circumstances where this is not possible we can offer an alternative without penalty on our part.

## Starting your studies

Your study process starts with some very important initial stages; your welcome, your induction, study preparation and readiness to start studies. You can only move from one stage to the next once you have completed each stage and responded accordingly to us.

## Study Books & Materials

DLC normally supplies study materials within 2 to 4 weeks from date of fee payment from the student to the college following the 10 day cooling off period, provided the student has not chosen to waive their right to 10 days. Occasionally, under exceptional circumstances study materials can take up to ten weeks from date of fee payment from the student. DLC will always endeavour to supply materials as soon as is possible. If for reasons outside of our control it takes longer than ten weeks then our refund policy still applies in full.

Please remember that unless you have selected the waiver option then your application will not be processed until the waiver period has passed 10 days after payment receipt.

## Study Period

The time period within which DLC offers full support to a learner without additional tuition costs. DLC will monitor student performance to the end study period but ultimately it is the student's responsibility to ensure that they complete their course of study within the study period as laid down on page 6 and pro-actively utilise all of the support services available.

Your study period does not start until we dispatch your materials or provide you with your learning platform login.

If the student does not complete studies in this manageable time then the student can continue studies once an additional fee has been received by DLC. See the study periods and maximum study periods listed within these Terms and Conditions.

## Study Support

The College will provide Tutor and mentor support to you, with your program of study. Please note there may be fluctuation in levels of service and support during busy periods. DLC will take action to prevent this where possible and will ensure that this does not impact upon exam preparation.

Students must take responsibility for the time they take to study a program and must login making the college aware of any occasions where we as the college cause delays with their studies in anyway, if in the unlikely event this happens.

The range of resources that we provide are there to be engaged with by the student and it is the student's responsibility to engage with them during their program of study.

- Support is provided on the basis of the student working to the agreed timescales.
- If a student submits more than 1 piece of work at a time then we will always attempt to mark and feedback work as quickly as is possible. But under these circumstances we reserve the right to mark work at a rate of 1 piece per week. The rate at which work is marked may fluctuate from time to time depending on demand.



### **Institute Membership**

All Students wishing to study an Institute course MUST be registered with the relevant Institute prior to examinations. Students can take advantage of our free of charge administration support service for assisting you with your membership application.

We take your payment without charging any additional fees to those charged by the relevant institute unless otherwise stated in our price list. This is a free support service, DLC will accept your application and forward both your application and the full fee to the relevant Institute on your behalf. Any issues with membership as a free of charge service cannot trigger any kind of refund from Distance learning College.

- It is the student's responsibility to maintain membership; without which a certificate cannot be awarded, and to pay the Institutes's annual fee.

### **Examinations**

Exam fees are not included in the price unless stated and will be advised at the appropriate time.

- It is the responsibility of the student to apply at the correct time, to the correct organisation, to take the exams.
- It is the responsibility of the student to make sure they are ready for exams at the time of sitting them.

If you have paid DLC for exams from a past enrolment we will continue to process and finance your exams with the Institute on your behalf. However, we cannot accept complaints relating to processing of examinations or examination location bookings as these are managed and controlled by the relevant institutes. Administration of exams on behalf of students who have paid us exam fees in the past is carried out free of charge. We do not charge anything for this service. We have taken your payment without additional charges. This is a free support service, DLC have accepted your application and payment and we forward both to the relevant Institute on your behalf. Any problems with examinations as a free of charge service cannot trigger any kind of refund from Distance learning College.

\* If exams fees have increased as a result of Institute changes from the amount you have originally paid to us we will collect the additional amount required from you at the time of booking your exams.

### **Study Outside of the United Kingdom**

If the client/student orders materials to be delivered outside of the UK, they may be subject to import duties and taxes which are levied when the delivery reaches its specific destination. The client/student will be responsible for payment of any such import duties and taxes. Please note that DLC has no control over these charges and cannot predict their amount.

The client/student shall comply with all applicable laws and regulations of the country for which the Distance learning package is destined. DLC will not be liable for any breach by the client/student of any such laws.

### **Intellectual Property Rights**

As between the client/student and DLC all intellectual property rights and all other rights in the materials remain with the original authors/material suppliers.

In consideration of the payment of fees, DLC grants the customer the non-exclusive, non transferable right to use the materials for his or her non-commercial private use and study. If this agreement terminates, the licence shall automatically terminate and any learning platform downloaded materials or other resources should be deleted immediately.

### **Confidentiality**

The client/student shall keep in strict confidence all materials and other confidential information concerning the DLC business or its products which the customer may obtain. The customer may disclose such confidential information as may be required by law, court order any government or regulatory authority.

The client/student shall not use any confidential information provided by DLC for any purpose other than for his/her personal use, including private study and external examinations.





### **Limitation of Liability**

The total liability arising in connection with the performance, or contemplated performance, of this agreement, shall be limited to the price paid by the client/student for the Distance learning package.

### **Refund Policy**

There is no refund available once the 10 day cooling off period has passed. This is due to the specialist nature of DLC's delivery. Once 10 days has passed then the client/student is committed to their course of study and DLC will commit to its suppliers as well as allocate the internal resources required for the client/student to make a success of their studies. At this point no refunds can be made.

If the client/student signs the waiver to the 10 days then with effect the client/student is immediately committed to the course of study and this refund policy applies with immediate effect.

Under exceptional circumstances DLC may allow a student to freeze studies or to transfer the remaining value of studies to another course or DLC product. The value of remaining studies will be calculated by DLC and advised to the student.

Where an employer "the client" has paid for the course once we have calculated the value of remaining studies DLC may allow "the client" to transfer studies to another person.

### **Entire Agreement**

This agreement and the documents referred to in this document override any other communication, document or representation made by us, either in writing or verbally. These terms and conditions are the entire understanding between you and DLC about the programme of study and replace any other undertakings or representations

You are prohibited from assigning or transferring it or any of the rights and obligations under it to a third party.

Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Contracts (Rights and Third Parties) Act 1999.

Failure to enforce any of the provisions of this agreement will not constitute a waiver of any provision and will not affect right to enforce that or any other provision.

If any provision of this agreement is or becomes void, illegal, invalid or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions.

### **Governing Law and Jurisdiction**

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including none-contractual disputes or claims), shall be governed by, and construed in accordance with the laws of England and Wales.

### **Data Protection**

When you enter into the relationship with us, you are giving us the right to hold and process your personal data, including sensitive personal data. We will process your personal data in accordance with the Data Protection Act 1998 and our policies on data protection and data processing. We will share your data with third parties in accordance with our policy on data protection. We shall remain the data controller of your data.



Full support is offered for the “STUDY PERIODS” listed below

**Chartered Institute of Purchasing & Supply (CIPS)**

Level	Study Period
2	18 months
3	18 months
4	24 months
5	24 months
6	24 months

**Chartered Institute of Logistics & Transport (CILT)**

Level	Study Period
2	12 months
3	18 months
5	24 months
6	24 months

**Institute of Export (IOE)**

Level	Study Period
3	18 months
4	24 months
5	24 months

**Institute of Operations Management (IOM)**

Level	Study Period
3	18 months
5	24 months

**Chartered Management Institute (CMI)**

Level	Study Period
2 Award	3 months
2 Certificate	6 months
2 Diploma	18 months
3 Award	3 months
3 Certificate	6 months
3 Diploma	18 months
5 Award	6 months
5 Certificate	18 months
5 Diploma	30 months
7 Award	6 months
7 Certificate	18 months
7 Diploma	30 months

**Institute of Leadership & Management (ILM)**

Level	Study Period
2 Intro	6 months
2 Certificate	12 months
3 Intro	6 months
3 Certificate	12 months
3 Diploma	24 months
5 Award	6 months
5 Certificate	18 months
5 Diploma	30 months

This does not mean that the college will stop your studies; it just means that we may need to discuss additional payment for ongoing tuition support.

**Cooling Off Period**

A cooling off period of ten days is allowed from the date your payment is received by DLC (unless the waiver option is selected). After this period no refunds are available.

- Selecting the waiver option allows you to commence your studies sooner, however, once this option is chosen there can be no refunds offered by DLC Training. Once the 10 days has ceased, fees may be transferred to another course or to another candidate (where appropriate) but this is at the sole discretion of DLC.

I wish to waiver the ten day cooling off period and understand the terms of doing so:

**Waiver Declaration**

Date:

Signature: