

TERMS & CONDITIONS

This document sets out our general conditions of registration that apply to ProSport Education Solutions Ltd.

If you have any questions, don't hesitate to contact us.

Our contact details are:

ProSport Education Solutions Ltd
Email: info@ProSportEducation.com

COURSE DESCRIPTION & TIMESCALES

Our Delivery policy is as follows:

Once you pay your first instalment or full course fee, you receive a welcome email and learner information within 24 hours

The email will have instructions on how to access your course resources and materials

You are required to start with unit 1 of your course and submit to your Assessor within the timeframe agreed. You will receive feedback from your Assessor within 10 working days of submission.

You are required to submit assignments as agreed with your Assessor. If you do not submit your work within two weeks of the agreed deadline for submission 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 submission, please inform your Assessor by email)

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 (ProSport Education Solutions Ltd 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 ProSport Education Solutions Ltd. 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, Assessors, 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 give you access to materials that are 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.

3.3 There are times when your assessor may be away on leave. You will be notified via email and marking times may be delayed.

4 Accreditation

4.1 The qualifications are accredited by a National Awarding Organisations, including (but not limited to) Pearson/Edexcel. 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. You will receive a first written warning through feedback and if it happens a second time, you will be withdrawn from the course without any refund.

6 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.

7 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.

8 Privacy & Security

Your payments are made through paypal and you are bound by their terms and conditions

9 Promotions

Promotions are subject to availability and may be withdrawn at any time.

10 Course fees

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

10.2 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 any set books.

10.3 If you chose payment plan, you will be sent a link to authorise further payments through paypal for the remaining instalments

Dates of payments

10.4 Instalment option: 2nd payment is due within a month of your first payment. An invoice will be sent to you closer to the date payment is due. 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.

11 Cancellation

Your statutory right under the consumer protection (Distance Selling) Regulations 2000, allows you fourteen days from the day after receipt of your enrolment 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.

Should you experience any problems using the online materials, please contact us via email (info@prosporteducation.com)

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 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 an administration fee incurred for enrolment and any National Awarding Organisation costs or registration fees.

12 Price Beat Guarantee

If you find the same qualification online from a recognised training provider offering the same level of training, support, certification and registration costs we guarantee to beat that price. You must provide the information from the other provider and the offer must be current and not include any special or promotional prices.