



Terms & Conditions



Our expectations from our students:

Be courteous and polite to our tutors

Give adequate notice if you are unable to make a tutoring session

Dress appropriately as if you were in the classroom

Attend your lessons in a quiet area where you are able to focus and concentrate

Listen to your tutor at all times and do the best you can to complete any homework set between tutor sessions.

Our student's expectations from us:

We will listen to any feedback, and encourage discussions with the tutor

If you are unhappy with your tutor at any time, we will allocate you a new tutor upon your request

All materials will be adequately prepared and suitable for the student

We will do our utmost to help and nurture our students, and bring out the best in them

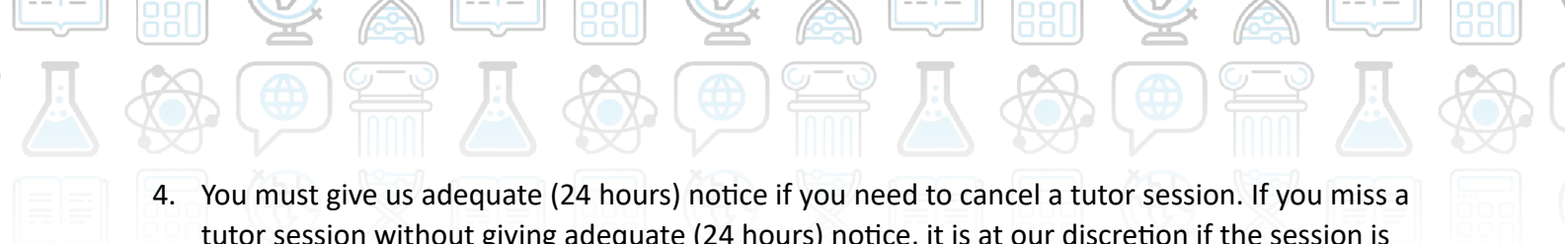
We will store all of your information and data in a secure, safe manner

We will adhere to our safeguarding policies at all times, and ensure all tutors are aware of all policies in place.

Enrolment and Payment Terms and Conditions

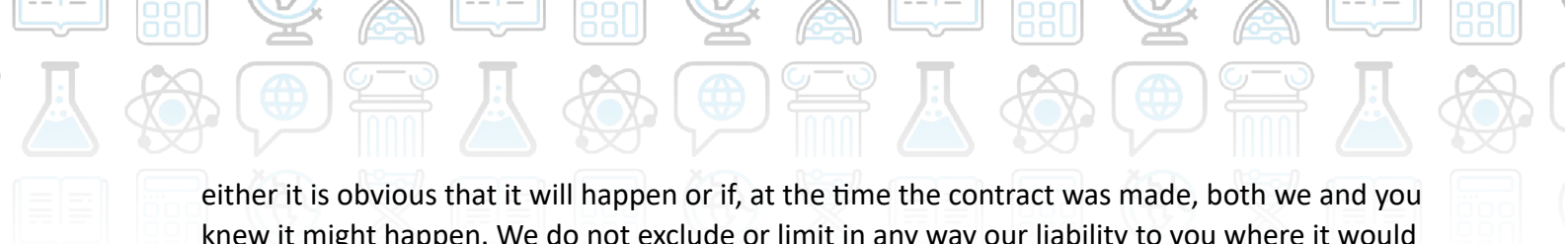
Note - Our standard tutor lesson length is 20 minutes, or multiples of 20 minutes if having more than 1 lesson.

1. You agree to pay The National Learning Group (TNLG) the specified payments on the due dates as agreed.
2. You understand that after the 14-day cancellation period has elapsed, you must give ONE (1) calendar month notice to cancel the agreement from the date we receive your enrolment form. Any outstanding payments must still be received until the agreement has terminated.
3. Other than a cancellation of the enrolment contract by you during the 14-day cancellation period, you are required to pay in accordance with this agreement whether or not you take full advantage of the support programme offered.

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4. You must give us adequate (24 hours) notice if you need to cancel a tutor session. If you miss a tutor session without giving adequate (24 hours) notice, it is at our discretion if the session is re-allocated. If you miss your tutor session(s), payment for the week will still be due.
 5. Holidays and Illness: Please give at least 1 week notice before any holidays if you intend on missing any sessions. Sessions can continue so long as you have a good internet connection at your destination, and a way to attend the online session.
 - If you are going to be on holiday for 2 weeks or less, and do not wish to have a lesson during that time, we will double up the lessons in the week(s) before or week(s) after this time. Payments will continue through this period; however, we will do our best to ensure that all missing sessions are re-scheduled. Access to the online work and software will still continue through this time. For holidays longer than 2 weeks, please contact us so that we can arrange this with you and your tutor.
 - If at any time we agree to put your subscription on hold, then you understand that this does not affect the cancellation period.
 - If your tutor is on holiday, ill, or cannot take the session, you should liaise with them to arrange make-up lessons in the week(s) before or week(s) after this time. Payments will continue through this time; however, we will do our best to ensure that no sessions are missed. Access to the online work and software will continue through this time.
 - Illness – If you are unable to attend a session due to illness, please give the tutor as much notice as possible. You should then liaise with them to arrange make-up lessons in the week(s) following, and payments will continue through this time.
 - Lesson credits will be issued at our discretion but expire if not used within 3 weeks of the missing session unless agreed in writing by us.
 - If a lesson is missed, and a make-up credit is issued, the credit must be used within 3 weeks of being issued, after which time the credit will expire.
 6. You must notify us in writing of any change in your address initially provided to us no later than 7 days after such change. Any notice or demand under this agreement shall be deemed to be properly served by us if delivered to or sent addressed to you at your last known address.
 7. Telephone calls between you and us in connection with this agreement may be recorded and stored for training and monitoring purposes. All video interactions between tutor and student are recorded and stored securely for a period of up to 90 days in accordance with our privacy policy (available on our website).
 8. No alteration or variation of this agreement will be binding, unless made in writing by authorised persons on behalf of each of us. This agreement sets out the terms between us, and

supersedes any previous agreements between us relating to the subject matter of this agreement.

9. We will store and process your information securely in any way that we need to. You have the right to request that we don't use your personal data for marketing purposes. You can exercise your right to prevent this at any time by writing to us, calling Student Services on 01434 239069, or by sending an email to admin@tnlg.co.uk
10. We reserve the right to decline any enrolment onto any programme. At any time we consider (at our discretion) that the support programme is not appropriate for you, we are entitled to terminate this agreement with immediate effect.
11. Opinions expressed by any tutor, or advisors represents her / his own views and not those of TNLG, and we shall have no responsibility for such views.
12. We (TNLG) provide support programmes consisting of distance study, with optional tutor support. Tutor support is given at our discretion, and no guarantees are given to the frequency, length or content of these sessions.
13. If support to you begins within the cancellation period, we are entitled to charge you any reasonable costs associated with services provided.
14. You will not be entitled to withhold any payment, receive a refund of any fee or any payment under your payment agreement, regardless of whether you make use of the support programme, unless you have exercised a right to cancel your agreement, in accordance with the terms. Interest at a rate of 4% above the Bank of England base rate is payable on all overdue fees from the first date after the due date, until the date of payment.
15. You agree that if your account is overdrawn, and we are unable to contact you to bring the account up to date, we may pass your details to relevant third parties to collect the outstanding balance on our behalf, in accordance with our privacy policy (available on our website)
16. We warrant that all tutoring and support material will be prepared and provided with reasonable skill and care but provide no warranty beyond this. Participation in the support programme does not guarantee competence or results beyond the initial ability. Any statement made by us to you regarding the likelihood of obtaining results and/or potential progression shall be treated as a matter of opinion and shall be non-binding.
17. All intellectual property rights in the materials which we provide are owned by us or licensed to us by third parties. The only rights that you have are to use those materials as per your tutors instructions
18. We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if



either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of clause 15.

19. You may not transfer your rights or obligations under these terms to another person.
20. If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
21. Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
22. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts.
23. Any complaint or feedback about your support programme should be sent to the Student Liaison Officer either in writing to The National Learning Group, Mallam House, Hexham, NE46 4DQ or by email to admin@thenationallearninggroup.co.uk
The National Learning Group - Registered Company Number: 10503505