

## ITC Terms and Conditions 2011-2012

Please click on the relevant link from the list below to read the terms and conditions for your selected item, or scroll down to the relevant section. If you have any queries please call the Customer Service Team on 01234 844300.

### **Courses:**

Courses for ILEX Level 3 and Level 6 units  
Courses for the ILEX Graduate Fast-track Diploma  
ITC Specialist Courses  
Courses for the University of London International Programmes LLB  
Courses for C&G/ILEX Legal Studies and Legal Secretary qualifications

### **Publications:**

Course manuals for ILEX Level 3 and Level 6 units  
Course summaries for ILEX Level 3 and Level 6 units  
Virtual Practitioner learning resources  
CPD updates

### **Revision Courses:**

Revision courses for ILEX Level 3 and ILEX Level 6 units

### **Courses for ILEX Level 3 and Level 6 units**

**Access to the Student Area:** No refund or compensation will be given for periods of non-availability of the Student Area or any of its features.

**Command of written English:** If English is not your first language, we recommend that you do not embark on an ITC course at Level 3 unless you have a First Certificate in English or equivalent qualification. We reserve the right to terminate the course of any student whose written English does not meet this standard. If your first language is not English we recommend that you do not enrol on a Level 6 course without first having studied with us at Level 3.

**Contract:** The laws of England and Wales shall apply in all respects and the courts of England and Wales shall have exclusive jurisdiction.

**Copyright:** Copyright in all course materials remains that of ILEX Tutorial College (ITC). Any unauthorised reproduction or transmission of any part of the course materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC. We will withdraw the course without compensation from any student found or suspected of abusing our copyright and refer the matter to ILEX Professional Standards.

**Course fees:** Discounts on combinations of courses which attract a lower fee when purchased together can only be given when courses are purchased at the same time in the same transaction and cannot be given retrospectively.

**Course elements not taken up:** No partial refund or discount will be given for any course elements that are not taken up, such as the face-to-face revision tuition.

**Duration of course:** Course fees include tuition and access to the Student Area and other course resources for fifteen months from the date of enrolment.

**Email address:** You are required to have an email address.

**Exam entry:** You are responsible for applying to ILEX to enter your exam. Enrolment with ITC on a course does not constitute exam entry.

**Face-to-face revision tuition/professional skills workshops:** The entitlement to attend face-to-face revision sessions/courses or professional skills workshops relates only to sessions/courses/workshops occurring during the period of validity of your course, and cannot be carried forward.

ITC reserves the right to cancel specific dates if there is insufficient demand. In the event of a session/course/ workshop having to be cancelled due to the default of ITC's suppliers, or events such as fire, flood, storm, transport failure, war or acts of terrorism, ITC will endeavour to offer to re-run the session/course/workshop on an alternative date.

**ILEX membership:** ILEX requires that anyone who wishes to sit an ILEX exam or assessment must be a Student Member (or other category of member as appropriate) of ILEX. It is your responsibility to ensure that you have met this condition.

**Internet access:** It is a condition of your application that you have access to the internet so that you can access the resources on the ITC Student Area. You also need to satisfy yourself about your ability to use the web-based course resources by reference to the specification provided on our website.

**Non-transferability of course:** The course is not transferable to any other party.

**Overseas students:** If you live outside mainland Great Britain you must remit a further fee of £30 for each Level 6 course or for up to five Level 3 courses purchased in a single transaction.

**Plagiarism:** We reserve the right to withdraw our services from any student suspected of copying another student's work for the assessed assignment on any professional skills course, and to refer the matter to ILEX Professional Standards.

**Refund/Change of course:** A full refund of the course fee will be given if the course materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, within seven working days following the date you receive them. Thereafter, provided all materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, before the expiry of a period of four weeks from the date of your course enrolment with ITC, your course fees will be refunded less an administration charge of £28 including VAT per course, or per complete order returned. Refunds will not be given after this four-week period has expired. This also applies to students wishing to change course who, in addition, will be required to pay any difference between the cost of the two courses, and the overseas postage charge where applicable.

**Reinstatement:** Reinstatement on your course at a reduced fee is available if your ITC course has expired and if you wish to purchase the same course again (subject to this course still being available at that time). A reinstatement fee of 35% of the fee applicable at that time will be payable. Where the original course was purchased as part of an ILEX Level 3 Certificate in Law and Practice or other discounted package, the reinstatement fee will be 50% of the full individual course fee applicable at the time of reinstatement.

**Sponsoring employer:** If your employer is contributing to your course fees we provide information on your course progress to your sponsor if requested.

**Unreasonable behaviour:** We ask that you speak courteously to our staff and do not make excessive or unreasonable demands. If, after a warning, you continue to be discourteous towards ITC staff and/or make further unreasonable or excessive demands, we may at our discretion either suspend or withdraw your course without a refund.

## **Courses for the ILEX Graduate Fast-track Diploma**

**Access to the Student Area:** No refund or compensation will be given for periods of non-availability of the Student Area or any of its features.

**Command of written English:** If English is not your first language, we recommend that you do not embark on an ITC course at Level 3 unless you have a First Certificate in English or equivalent qualification. We reserve the right to terminate the course of any student whose written English does not meet this standard. If your first language is not English we recommend that you do not enrol on a Level 6 course without first having studied with us at Level 3.

**Contract:** The laws of England and Wales shall apply in all respects and the courts of England and Wales shall have exclusive jurisdiction.

**Copyright:** Copyright in all course materials remains that of ILEX Tutorial College (ITC). Any unauthorised reproduction or transmission of any part of the course materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC. We will withdraw the course without compensation from any student found or suspected of abusing our copyright and refer the matter to ILEX Professional Standards.

**Course fees:** Discounts on combinations of courses which attract a lower fee when purchased together can only be given when courses are purchased at the same time in the same transaction and cannot be given retrospectively.

**Course elements not taken up:** No partial refund or discount will be given for any course elements that are not taken up, such as the face-to-face revision tuition.

**Duration of course:** Course fees include tuition and access to the Student Area and other course resources for fifteen months from the date of enrolment.

**Email address:** You are required to have an email address.

**Exam entry:** You are responsible for applying to ILEX to enter your exam. Enrolment with ITC on a course does not constitute exam entry.

**Face-to-face revision tuition/professional skills workshops:** The entitlement to attend face-to-face revision sessions/courses or professional skills workshops relates only to sessions/courses/workshops occurring during the period of validity of your course, and cannot be carried forward. ITC reserves the right to cancel specific dates if there is insufficient demand. In the event of a session/course/workshop having to be cancelled due to the default of ITC's suppliers, or events such as fire, flood, storm, transport failure, war or acts of terrorism, ITC will endeavour to offer to re-run the session/course/workshop on an alternative date.

**ILEX membership:** ILEX requires that anyone who wishes to sit an ILEX exam or assessment must be a Student Member (or other category of member as appropriate) of ILEX. It is your responsibility to ensure that you have met this condition.

**Internet access:** It is a condition of your application that you have access to the internet so that you can access the resources on the ITC Student Area. You also need to satisfy yourself about your ability to use the web-based course resources by reference to the specification provided on our website.

**Non-transferability of course:** The course is not transferable to any other party.

**Overseas students:** If you live outside mainland Great Britain you must remit a further fee of £30 for each Level 6 course or for up to five Level 3 courses purchased in a single transaction.

**Plagiarism:** We reserve the right to withdraw our services from any student suspected of copying another student's work for the assessed assignment on any professional skills course, and to refer the matter to ILEX Professional Standards.

**Refund/Change of course:** A full refund of the course fee will be given if the course materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, within seven working days following the date you receive them. Thereafter, provided all materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, before the expiry of a period of four weeks from the date of your course enrolment with ITC, your course fees will be refunded less an administration charge of £28 including VAT per course, or per complete order returned. Refunds will not be given after this four-week period has expired. This also applies to students wishing to change course who, in addition, will be required to pay any difference between the cost of the two courses, and the overseas postage charge where applicable.

**Reinstatement:** Reinstatement on your course at a reduced fee is available if your ITC course has expired and if you wish to purchase the same course again (subject to this course still being available at that time). A reinstatement fee of 35% of the fee applicable at that time will be payable.

**Sponsoring employer:** If your employer is contributing to your course fees we provide information on your course progress to your sponsor if requested.

**Unreasonable behaviour:** We ask that you speak courteously to our staff and do not make excessive or unreasonable demands. If, after a warning, you continue to be discourteous towards ITC staff and/or make further unreasonable or excessive demands, we may at our discretion either suspend or withdraw your course without a refund.

## ITC Specialist Courses

**Access to the Student Area: No refund or** compensation will be given for periods of nonavailability of the Student Area or any of its features.

**Command of written English:** If English is not your first language, we recommend that you do not embark on an ITC course unless you have a First Certificate in English or equivalent qualification. We reserve the right to terminate the course of any student whose written English does not meet this standard.

**Contract:** The laws of England and Wales shall apply in all respects and the courts of England and Wales shall have exclusive jurisdiction.

**Copyright:** Copyright in all course materials remains that of ILEX Tutorial College (ITC). Any unauthorised reproduction or transmission of any part of the course materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC.

**Duration of course:** Course fees include tuition and access to the Student Area and other course resources for twelve months from the date of enrolment.

**Email address:** You are required to have an email address.

**Internet access:** It is a condition of your application that you have access to the internet so that you can access the resources on the ITC Student Area. You also need to satisfy yourself about your ability to use the web-based course resources by reference to the specification provided on our website.

**Non-transferability of course:** The course is not transferable to any other party.

**Overseas students:** If you live outside mainland Great Britain you must remit a further fee of £30 for up to four courses, purchased in a single transaction. For additional courses, add £5 per course.

**Refund/Change of course:** A full refund of the course fee will be given if the course materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, within seven working days following the date you receive them. Thereafter, provided all materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, before the expiry of a period of four weeks from the date of your course enrolment with ITC, your course fees will be refunded less an administration charge of £28 including VAT per course. Refunds will not be given after this four-week period has expired. This also applies to students wishing to change course who, in addition, will be required to pay any difference between the cost of the two courses, and the overseas postage charge where applicable.

**Reinstatement:** Reinstatement on your course at a reduced fee is available if your ITC course has expired and if you wish to purchase the same course again (subject to this course still being available at that time). A reinstatement fee of 35% of the fee applicable at that time will be payable.

**Sponsoring employer:** If your employer is contributing to your course fees we provide information on your course progress to your sponsor if requested.

**Unreasonable behaviour:** We ask that you speak courteously to our staff and do not make excessive or unreasonable demands. If, after a warning, you continue to be discourteous towards ITC staff and/or make further unreasonable or excessive demands, we may at our discretion either suspend or withdraw your course without a refund.

## **Courses for the University of London International Programmes LLB**

**Access to the Student Area:** No refund or compensation will be given for periods of non-availability of the Student Area or any of its features.

**Contract:** The laws of England and Wales shall apply in all respects and the courts of England and Wales shall have exclusive jurisdiction.

**Copyright:** Copyright in all course materials remains that of ITC. Any unauthorised reproduction or transmission of any part of the course materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC. We will withdraw the course without compensation from any student found or suspected of abusing our copyright.

**Duration of tuition:** Course fees will include one year's tuition from the last day of the month in which enrolment takes place.

**Eligibility to enter exams:** You must make your own enquiries as to your eligibility to sit exams for which tuition is to be given. Enrolment as a student with ITC does not constitute enrolment with the examining body, nor does it entitle you to enter for any particular exam.

**Internet access:** It is a condition of your application that you have access to the internet so that you can access the resources on the ITC Student Area. You also need to satisfy yourself about your ability to use the web-based course resources by reference to the specification provided on our website.

**Non-transferability of course:** The course is not transferable to any other party.

**Refund/Change of course:** A full refund of the course fee will be given if the course materials are returned to ILEX Tutorial College (ITC), in good condition and with postage having been pre-paid in full by you, within seven working days following the date you receive them. Thereafter, provided all materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, before the expiry of a period of four weeks from the date of your course enrolment with ITC, your course fees will be refunded less an administration charge of £28 including VAT per course. Refunds will not be given after this four-week period has expired. This also applies to students wishing to change course who, in addition, will be required to pay any difference between the cost of the two courses, and a further charge to cover the overseas postage charge where applicable.

**Overseas students:** If you live outside mainland Great Britain you must remit a further fee of £30 for the first course and £12 for each additional course to cover the cost of postage of your course materials now and ongoing correspondence throughout the course.

**Reinstatement:** Reinstatement on a course at a reduced fee is available if your ITC course has expired and if you wish to purchase the same course again. A reinstatement fee of 35% of the then current course fee will be payable.

**University of London:** We will provide information to the University of London on the courses that you are studying with us and your progress on these courses if requested.

**Unreasonable behaviour:** We ask that you speak courteously to our staff and do not make excessive or unreasonable demands. If, after a warning, you continue to be discourteous towards ITC staff and/or make further unreasonable or excessive demands, we may at our discretion either suspend or withdraw your course without a refund.

## **Courses for C&G/ILEX Legal Studies and Legal Secretary qualifications**

**Access to the Student Area:** No refund or compensation will be given for periods of non-availability of the Student Area or any of its features.

**Contract:** The laws of England and Wales shall apply in all respects and the courts of England and Wales shall have exclusive jurisdiction.

**Copyright:** Copyright in all course materials remains that of the Institute of Legal Executives (ILEX). No part of the materials may be reproduced in any form, including photocopying, recording and storing electronically, nor lent, hired or resold for commercial purposes, without prior written permission of ILEX.

**Duration of tuition:** Course fees will include one year's tuition from the last day of the month in which enrolment takes place. Tuition for options purchased at additional cost will be for one year commencing on the date of despatch of that option.

**Internet access:** It is a condition of your application that you have access to the internet so that you can access the resources on the ITC Student Area. You also need to satisfy yourself about your ability to use the web-based course resources by reference to the specification provided on our website.

**Non-transferability of course:** The course is not transferable to any other party.

**Overseas students:** If you live outside mainland Great Britain you must remit a further fee of £30 for all programmes. This is to cover postage of your course materials now and ongoing correspondence throughout the course.

**Refund/Change of course:** A full refund of the course fee will be given if the course materials are returned to ILEX Tutorial College (ITC), in good condition and with postage having been pre-paid in full by you, within seven working days following the date you receive them. Thereafter, provided all materials are returned to ITC, in good condition and with postage having been pre-paid in full by you, before the expiry of a period of four weeks from the date of your course enrolment with ITC, your course fees will be refunded less an administration charge of £28 including VAT per course. Refunds will not be given after this four-week period has expired. This also applies to students wishing to change course who, in addition, will be required to pay any difference between the cost of the two courses, and the overseas postage charge where applicable.

**Unreasonable behaviour:** We ask that you speak courteously to our staff and do not make excessive or unreasonable demands. If, after a warning, you continue to be discourteous towards ITC staff and/or make further unreasonable or excessive demands, we may at our discretion either suspend or withdraw your course without a refund.

## **Course manuals for ILEX Level 3 and ILEX Level 6 units**

**Course manuals refund:** ITC will refund the purchase price on any item returned by pre-paid post within 14 days of delivery with the seal unbroken.

**Copyright:** copyright in the course manuals remains that of ITC. Any unauthorised reproduction or transmission of any part of the publications, whether electronically or otherwise, will constitute an infringement of copyright. Further information is contained in the copyright notices within the publications.

## **Course Summaries for ILEX Level 3 and ILEX Level 6 units**

**Return of Course Summaries purchased individually:** Level 3 – No refund will be made after purchase as these are delivered electronically and access to the ITC Student Area is given when the order is processed. Level 6 – ITC will refund the purchase price on any Course Summary returned by pre-paid post to ITC within 14 days of delivery with the seal unbroken.

**Copyright:** Copyright in all Revision Course materials and Course Summaries remains that of ITC. Any unauthorised reproduction or transmission of any part of the materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC.

## **Virtual Practitioner learning resources**

**The Virtual Practitioner:** you will need to accept our standard licence agreement, which will appear on screen. A copy of this agreement can be viewed on our website.

**Internet access:** you need to satisfy yourself about your ability to use the Virtual Practitioner web-based learning resources by reference to the specification provided on our website.

**Period of access:** access to the Virtual Practitioners via the Student Area is available for one year from the date on which your order is processed.

## **CPD updates**

**Copyright:** copyright in the updates remains that of ITC. Any unauthorised reproduction or transmission of any part of the publications, whether electronically or otherwise, will constitute an infringement of copyright. Further information is contained in the copyright notices within the publications.

**Internet access:** you need to satisfy yourself about your ability to access the on-line Student Area by reference to the IT specification provided on our website.

**Period of access:** access to the CPD update will be available for a period of three months from the date on which your order is processed.

## **Revision courses for ILEX Level 3 and Level 6 units**

**Cancellation of Revision Course:** If you cancel your booking more than four weeks before the date of the Revision Course your fee will only be refunded less an administration charge of £20 plus VAT. Since the Course Summary is included in the cost of the Revision Course, the individual purchase price of the Level 3 Course Summary will also be retained if access has already been given to this on the Student Area. If you have already received a Level 6 Course Summary the individual purchase price of the Course Summary and the postage costs, will also be retained unless it is returned by pre-paid post within 14 days of delivery with the seal unbroken. If you cancel your revision course booking four weeks or less before the date of the course no refund will be given for any element of the fee. All cancellations must be in writing. ITC reserves the right to cancel courses without prior notice. If you decide to change your course date or subject an administration fee will be levied. Refunds will be paid only to the person or organisation paying the fees initially, within 21 days of written notice of cancellation.

**Return of Course Summaries purchased individually:** Level 3 – No refund will be made after purchase as these are delivered electronically and access to the ITC Student Area is given when the order is processed. Level 6 – ITC will refund the purchase price on any Course Summary returned by pre-paid post to ITC within 14 days of delivery with the seal unbroken.

**Copyright:** Copyright in all Revision Course materials and Course Summaries remains that of ITC. Any unauthorised reproduction or transmission of any part of the materials, whether electronically or otherwise, will constitute an infringement of copyright. No part of the materials may be lent, resold or hired out for any purpose without the prior written permission of ITC.