

## Eastern Partnership UK (SEND) Terms and Conditions of Booking National Award for SEN Coordination

When booking a place on the National Award for SEN Coordination the following standard terms and conditions will apply.

### 1. Confirmation

A written acceptance to confirm your place will be sent to you via email.

### 2. Payment

- 2.1. An invoice will be sent to the payment email address submitted on your booking form.
- 2.2. Payment must be made in full no later than 14 working days prior to the course start date (except for bookings made within 14 days of the start date, for which invoices must be paid immediately so that payment is received prior to the start date of the course).
- 2.3. In the event of non-payment, online accounts will be suspended and access to supervision and marking will be withheld.

### 3. Course Fees, Cancellations and Withdrawals

- 3.1. Should you have to have to withdraw from your place on the course once registered with Eastern Partnership UK (SEND) the following charges are due as in the table below:

	<b>Non-cumulative cancellation fee</b>
<b>1<sup>st</sup> September to 16<sup>th</sup> October 2023</b>	<b>£385.00 + VAT</b>
<b>After 16<sup>th</sup> October 2023</b>	<b>£1989.00 + VAT</b>

- 3.2. Confirmation of withdrawal from the course will necessitate the completion of a University of Hertfordshire withdrawal form. No refund of any course fees can be made.
- 3.3. We reserve the right to cancel a course at any time without liability. In the unlikely event this should happen then a full refund will be made.
- 3.4. Local groups are advertised based on the requirement for a minimum number of participants attending. In the unlikely event that the minimum number is not achieved, participants will be offered a place at an alternative group.

### 4. Assignments and Important Information About Course Fees

- 4.1. You must submit your assignment on the date published in the University handbook. If you are required to resubmit following marking and moderation, you will be given a date of when your assignment should be submitted. If you need to make a third attempt, then appropriate charges will apply.
- 4.2. If your assignment is submitted with the next course intake, you will be required to re-register with the University for that intake and you will be invoiced for the cost of registering again (£420 + VAT for academic year 2024-25 inclusive of administration, supervision and marking fees).
- 4.3. Should an assignment achieve a grade lower than 25, you will be required to reregister at a cost of £420 + VAT.

- 4.4. Your accreditation will be awarded following the completion of that intake.
- 4.5. Supervision for assignment work will be given during the face-to-face training days and individually for up to the equivalent of one hour per person per module. Should additional individual supervision be requested, this will need to be agreed by your tutor and an additional charge of £80 per hour will be charged.

#### **5. Eastern Partnership UK (SEND) Course Dates and Venues**

- 5.1. We reserve the right to alter course dates and the method of delivery, e.g., moving a venue-based training online, without liability.
- 5.2. We are not able to reimburse supply, travel or accommodation expenses.
- 5.3. We will rearrange events which are cancelled for reasons outside of our control.
- 5.4. If due to exceptional circumstances, you are unable to attend a teaching day in your normal group, you should email [easternp.send@hfleducation.org](mailto:easternp.send@hfleducation.org) to book onto an alternative date in one of the other groups.

#### **6. Eastern Partnership UK (SEND) Course Content**

- 6.1. In order to respond to changes to the educational context including statutory, regulatory and guidance frameworks, we reserve the right to alter course content, delivery pattern or tutor.
- 6.2. The Eastern Partnership UK (SEND) holds the intellectual property rights of all course notes, materials and teaching aids which will be made available to you once enrolled on the course, unless otherwise indicated.
- 6.3. Our course notes and training must not be relied upon for legal interpretation.

#### **7. Eastern Partnership UK (SEND) Data Protection**

- 7.1. We will keep your information secure and will never sell it to any third party.
- 7.2. By booking on to an Eastern Partnership UK (SEND) event you agree to our holding and processing information provided including relevant contact information needed to process invoices. Permission will be sought at the start of the course for your contact email address to be shared with your tutor/s and supervisor.

If you have any questions, then please don't hesitate to contact us at  
[easternp.send@hfleducation.org](mailto:easternp.send@hfleducation.org)

Eastern Partnership UK (SEND) is part of the HFL Education family