

## Short Course Programmes 2024-25 - Terms and Conditions

### 1. FEES

Full payment of the course fees must be received prior to commencement of the course. Your place on the course cannot be guaranteed until full payment is received. All fees stated are inclusive of VAT.

Course fees are subject to change. In the event the tuition fees increase, information on the nature of the change will be directly communicated to all students affected at least 3 months prior to the commencement of the new course. You may withdraw from the programme and terminate this contract if you do not agree to the increase in fee and you will not be liable to pay the tuition fee in respect of that course.

### 2. METHODS OF PAYMENT (excluding late applications)

Fees are paid online via credit card or debit card. Our bank details are available on request. If your company is paying for the course fees and would prefer to be invoiced, please email us at [shortcourses@efitraining.co.uk](mailto:shortcourses@efitraining.co.uk)

### 3. MATERIALS AND EQUIPMENT

The course fee includes the cost of basic materials which will be provided. Please see the course description on our website for details of additional materials which you may need.

### 4. LATE APPLICATIONS

If there are places available on a course, we will accept bookings right up until the course commences and require payment in full on confirmation. If you apply within 5 days of the course commencing, we cannot guarantee that your booking will be confirmed. Applicants will have their place on the course confirmed by email. If, however, you have not received confirmation within 24 hours of your application please check the status of your booking, by calling the Short Course Office on 0207 307 2350.

### 5. CANCELLATIONS BY US

Please note that courses have minimum attendance levels and may be cancelled if too few bookings are received. We reserve the right to amend or cancel courses. If we cancel a course, we shall endeavour to give you at least one week's notice and you will have the option of transferring to another course or of having a full refund of the fees which we will return to you within 10 days. We will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of courses. Please call us if you want to get confirmation that the course is taking place, on 0207 307 2350.

### 6. CANCELLATIONS BY YOU

If you wish to cancel your place on a course your request should be made via email to [shortcourses@efitraining.co.uk](mailto:shortcourses@efitraining.co.uk). If your written request is received more than one month prior to the course start date, you will be entitled to a full refund, less an administrative charge of £30 to cover our costs. If your written request is received within one month of the course start date you will not be entitled to a refund unless a replacement student can be found for your place. If a

replacement student is found prior to the course start date, you will be entitled to a full refund, less an administrative charge of £30.

Other than the above, refunds of charges paid are only permissible in the following circumstances:

- If the Academy for any reason cancels the course to which the applicant has applied
- A medical event has rendered the applicant unable to attend and satisfactory evidence is produced.

## **7. SUBSTITUTIONS**

If you are unable to attend a course you are permitted to transfer your place to a substitute student up to one week before the start date. We must be notified via email of the substitute student's name and there is a £30 administration charge for each substitution. Substitutions cannot be accepted after the course has started.

## **8. TRANSFERS**

You can transfer to another course up to one month prior to the course start date. There is a £30 administration charge for each transfer, plus the difference in price, if applicable. Students can transfer a maximum of twice.

## **9. NON-ATTENDANCE**

Non-attendance of classes due to illness or for personal / professional reasons does not provide the right to a refund, extra tuition or a transfer.

## **10. CLASS POSTPONEMENT**

If a class is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the class or to add the missed hours onto the remaining course classes. We apologise for this inconvenience and urge you to ring us on 0207 7307 2350, if you have any concerns.

## **11. FORCE MAJEURE**

We shall not be liable for any failure or delay in the delivery of our courses, in whole or part, due to acts, events, omissions or accidents beyond our reasonable control, including, but not limited to, strikes, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule regulation or direction, accident, breakdown of machinery, fire, flood, storm or extreme weather, pandemics, epidemics or other outbreaks of disease or infection, failure in the public supply of electricity, heating, lighting, air conditioning or telecommunications equipment.

## **12. OVERSEAS APPLICATIONS**

Please ensure that your place is confirmed and the course is running before you make any travel arrangements. We do not offer refunds for travel or accommodation costs in accordance with sections 5 and 6 above.

## **13. STUDENT VISAS**

You can complete a short course on a visitor visa, as long as the course is less than 6 months. We recommend you contact the British Embassy in your own country to check visa requirements before you book your course. Students who book onto short courses are not eligible to apply for a Student Visa. More information can be found here: [UKCISA - international student advice and guidance - Visitors](#)

If you cannot attend a course because you have not obtained a visa to enter the UK no refund will be offered although we will offer you a transfer if your visa is delayed.

#### **14. ENGLISH**

All classes are taught in English. Applicants whose first language is not English should note that they are required to be proficient in written and spoken English and be able to participate in group discussions and presentations in English. As a guideline we would expect you to have an IELTS score of 4.5 for practical courses and 6.0 for lecture courses.

#### **15. BANK HOLIDAYS**

Normally there are no classes on Bank Holidays and published course dates reflect this.

#### **16. STUDENT CONDUCT**

Students are expected to conduct themselves in a professional manner and to recognise that other students also require support and assistance. If a student becomes persistently disruptive, we reserve the right to offer a verbal or written warning and, if this does not resolve the situation, we may, at our discretion, ask the student to leave the course.

#### **17. CERTIFICATES**

On completion of your course, and having attended 80% or more, the Fashion Retail Academy will provide you with a certificate of attendance. The name given on the booking form will be the one that appears on the certificate. A certificate of attendance is not a qualification.

#### **18. RECORDING**

Due to copyrights, and to respect other participants, the use of audio and/or visual recording is not permitted during any course.

#### **19. FURTHER INFORMATION**

This website clearly describes the courses being run by the Fashion Retail Academy, part of the Education for Industry Group. Every care has been taken to ensure accuracy but changes may have been introduced after publication since it is the policy of Fashion Retail Academy to constantly monitor its course offer as well as the performance and content of individual courses. Whilst every endeavour will be made to provide the courses and services described, we reserve the right to make changes as appropriate for reasons of operational efficiency or due to circumstances, beyond its control. All course titles and descriptions are the copyright of the Fashion Retail Academy.