

WESTERN TUTORIAL COLLEGE LIMITED

Applies to 1 or 2 year A-level and GCSE courses, and 1 to 1 tuition

Terms and Conditions (current from April 2020 until further notice)

Terms of engagement

Western Tutorial College Limited is a company registered at Companies House (company number 07635083), whose registered office is at 7 Brislington Hill, Bristol, BS4 5BE. Details of the directors and all company returns are available for viewing at Companies House, or on their website. Tutors that work with us are all experienced professionals in their subject areas. The educational services offered and the fees charged may be varied at any time, subject to the provisions below.

Lesson times and attendance during tuition

The academic timetable for all subjects is set at the beginning of the academic year (September) or earlier when possible. Students are expected to attend all timetabled lessons in each of their subjects studied, and to arrive before the scheduled start time. Tutors are not expected to wait for students who are late, and students should make every effort to catch up with any work missed. If a student is going to be late, or has to miss a lesson due to illness or a previously arranged appointment, they should inform the college before the lesson, giving as much notice as possible. Absence from lessons is never a reason to reduce the fee for that course (see below). Students are expected to remain in class for the duration of all lessons, unless there are exceptional circumstances and only when negotiated between themselves, their tutor and (if necessary) the Principal. It is important that students understand the necessity of attending all classes regularly and punctually, and that they come prepared to learn.

Method of tuition

Tuition will take place on the college premises, unless circumstances render this impossible. The college can then ensure the safety of the students as it has public and employee liability insurance. Before the course begins, students are asked to provide as much detail relevant to the aims of their tuition as possible, so that a tuition plan can be formulated which will be of maximum benefit to each individual student.

Online tuition is available for those students unable to attend in person, although this is only offered when agreed by the tutor, student and (if necessary) the Principal. Fees for students attending classes online are the same as for those attending in person, because online students have the same contact time and are required to do the same amount of work. If online students are taking a subject that requires practical work, they will have to arrange to attend at the college premises to carry out these practical tasks.

Code of conduct

Students may end their ongoing tuition with Western Tutorial College Limited at any time (subject only to the cancellation policy below). Our tutors will conduct themselves courteously at all times, and it follows, therefore, that we expect the same from students and their parents/guardians. In the event that a situation was to develop which would render the continuation of tuition by the college impossible, we reserve the right to discontinue such service forthwith, and remove the student from our list. The same right to discontinue tuition services received rests with the student. As a college education is our core business, so we would attempt to remedy any problems that would cause a discontinuity in education at the earliest opportunity.

Payment terms

Payment of course fees can be made by bank card, direct transfer (BACS) or cash, and must either be made at the beginning of each month, half-term or term period, or by a single payment for the entire duration. Under no conditions will tuition be given without payment. We do not accept payment by cheque. If course fees are paid monthly the first instalment will be taken in September, and the final instalment in June (making 10 equal payments). Examination fees will be collected shortly before the entry deadline (beginning of February for summer exams), and will be invoiced separately to the course fees. The college administration fee is non-refundable as this covers the cost of entering students and running the exams.

Disabled Access arrangements

There is level access to the ground floor from the pavement outside the building, with classroom, WC and kitchen facilities. Students with access or any other issues that could affect their learning must make the college aware of these issues at the time of enrolment.

Variation of fees and services

Fees may be changed and the services offered added to or withdrawn at any time. However, fees will not be varied during an academic year. We reserve the right to adjust fees to coincide with the new academic year. If a student has enrolled to take a subject where they are the only student, we may have to negotiate a higher fee in order to cover the costs of tutoring and the use of facilities.

Limit of liability

Western Tutorial College Limited will not be liable for any consequential loss or damage suffered to its students or tutors property, whilst on or outside its premises however caused, and which may result in tuition not being provided for any reason whatsoever.

Liability is restricted to that shown in the cancellations policy. Students' statutory rights are not affected by any clause shown in these Terms and Conditions.

Students can expect high quality tuition. However Western Tutorial College Limited is not able to guarantee examination results.

Cancellation policy

Completion and signing of the course agreement forms a binding agreement between the relevant parties involved (student, parents/guardians, tutor, Western Tutorial College Limited). Refunds can only be made if the tuition has to be cancelled as a result of the tutor becoming unavailable, and a suitable alternative tutor cannot be found in a reasonable time period, or alternative arrangements cannot be put in place in a reasonable time so that students are unable to complete their course. Students who decide not to continue their course before the normal end date (through no fault of the college) must give at least 3 months notice, and will only be eligible for a refund or part refund of fees already paid, for the time remaining beyond the notice period and the end of the course. Students must still pay tuition fees for 3 months after the date that notice was given (or for the remainder of the course, whichever is shorter).

Should a tutor suddenly leave our service we will make every effort to find a suitable alternative tutor to continue and complete the course. If a suitable alternative tutor cannot be found within 30 days of the cessation of tuition (not including holiday days or weekends), then students cannot continue with that course so are entitled to a refund of the remaining fees (if already paid). The refund will become applicable after the 30 day period that the college reasonably has to find a suitable alternative tutor.