



Deaf First Terms & Conditions

British Sign Language Classes

1. Enrolments for courses are processed on a 'first-come, first-served' basis. Applicants will receive confirmation of their place on the course when either the first instalment has been made or the full payment has been received.
2. If the course fees are being funded by your employer, a letter of confirmation from the company and a purchase order number confirming the payment is required. A full invoice will be sent to your employer for payment. The participant will not be able to attend the course until the full payment of the course has been received.
3. Where possible, courses are taught by the same tutor at the same venue for duration of the course. Deaf First reserves the right to change a tutor or the venue at short notice.
4. Deaf First will not accept responsibility for unforeseen changes in a participant's circumstances that may prevent attendance.
5. The session dates are arranged to fall within the school term time, but occasionally we have to include a session to enable us to complete the course. This means that occasionally there may be sessions in school half terms, or at the end of the academic year.
6. If a tutor is unable to attend a session due to unforeseen circumstances or illness, we will endeavour to cover the session with another tutor. If this is not possible we will re-schedule the session on another date at the end of the course. This may result in the exam dates being changed.
7. Applicants must be over 16 years old at the start of the course.
8. Student ID cards are not issued. Participants will be requested to provide a headshot photo to be allowed through the security gates. This will be kept by Deaf First and the main reception to enable entry.
9. For BSL Level 3 & 6 you are required to undergo an assessment which will be with one of our tutors. There is a one-off charge of £39.00 which is not refundable if you are not accepted to the course.
10. If you are accepted on to either the BSL Level 3 & 6 course, which is later deferred due to low numbers, this payment will be held for a period of 1 year, after which it will expire.

British Sign Language Refund & Cancellation Policy

A. Student Request for a Refund

1. Requests for a refund must be made in writing via email (bsl-df@oaklodge.wandsworth.sch.uk), or post (The Deaf First Department, Hurding Lodge, Oak Lodge School 101 Nightingale Lane SW12 8NA).
2. If a participant withdraws from the course before it is due to start, a refund will be issued minus the administration fees which also includes transaction charges, this is currently 10%.
3. If a written request for a refund is received after the commencement of the course, a refund will not be issued.
4. If a participant joins the course after the start date and then later withdraws, no refund will be issued for any fees paid. The scheduled future payments will be deleted from the Worldpay system.

B. Refunds Due to a Disability

A refund may be issued if a person withdraws from the course if:

- Due to a disability that has developed.
- An individual is unable to attend the course due to their carer.
- Evidence will need to be provided to support these requests. (A doctor's note or other satisfactory third-party evidence)
- If a refund is given there will be a deduction for each session attended together with monthly payment charges for processing payments and any charges relating to the refund process.

C. Cancelled Courses and Cancelled Sessions

Course Cancellation:

If a course is cancelled for a reason that is out of Deaf First's control and a suitable alternative is not offered, a full refund will be provided.

Single Session:

If a single session of a course of 8 weeks or more is cancelled, Deaf First will try to provide an extra date. If this session cannot be arranged, a refund for the value of the lost session will be provided.

One-to-One-session

1. If a 1:1 session is cancelled by Deaf First or the tutor with more than **7 days'** notice, no refund will be given. An alternative date will be arranged. If an alternative date cannot be arranged then a full refund will be offered.
2. If a 1:1 session is cancelled by the participant with less than **14 days'** notice then no refund will be offered.

3. All 1:1 sessions should be paid for in advance and within **21 days of the date of the session**.

British Sign Language Course Fees

Self-Funded

If you are paying your own course fees, the following will apply:

1. You will be sent an email once you have enrolled. The email will provide you with an 'online link' for your first payment.
2. Once you have made the first payment, you will receive email confirmation of the funds deducted from the Worldpay system.
3. If you have opted to pay by the instalment plan all other monthly payments will be scheduled to be deducted automatically on a monthly basis (*on the same date you paid the enrolment fee, unless a change of date is requested*) at the agreed amount until the full course fees have been received. You will receive an email for each payment.
4. No further deduction will be made once the course fees are paid in full.
5. If any of your scheduled payments are declined by Worldpay for whatever reason, an additional admin charge of £13.00 will be added to the monthly payment.

Late payments will incur an additional £13.00 charge.

Course Fees Paid by Your Employer

If your Employer is paying the course fees you must:

1. Provide Deaf First with a headed letter from your company confirming they will pay the course fees
2. The letter headed paper must include a purchase order number
3. Your employer will be invoiced for the full course fees

The course fees must be paid before the commencement of the course.

Postage of British Sign Language Certificates

The cost of postage and packaging for the final certificate is not included in the cost of the course.

There is a charge of £4.50 which includes 1st class postage of a large hard-backed envelope.

Certificates will only be given to other parties if Deaf First receives an email stating that you have agreed this collection. Name of the person also required.

GDPR Compliance Notice

Deaf First maintains a database of all its current students and staff. This information is used only by Deaf First or by relevant parties who require the information (such as exam boards, qualifying bodies or Colleges). Once a person's relationship with Deaf First has ended, such as by completing a course they may ask to have this, and all other, personal information permanently removed from our records. If such a request is made Deaf First will immediately comply. If after terminating their employment, they may ask to have all personal information permanently removed, we will comply with the policies of Wandsworth Borough Council.

Deaf First Recruitment

Disclosure & Barring Service (DBS) Payments & Refunds

All applicants are required to go through the process of the Disclosure & Barring Service. This cost is currently £46.50 and is payable by the applicant once your application is accepted by Deaf First.

Updated 3rd July 2020

[Deaf First](#) Oak Lodge School 101 Nightingale Lane London SW12 8NA

bsl-df@oaklodge.wandsworth.sch.uk

[020 8675 9751 \(voice\)](tel:02086759751)

[07811 922 734 \(sms\)](tel:07811922734)