



## Terms & Conditions

### Learning Agreement

The Learning Agreement sets out your entitlements and obligations as a student of RRC and constitutes the terms and conditions of your enrolment. If you do not wish to be bound by these terms, you can cancel your course within the timescales detailed below and receive a refund/credit of the fees less any expenses incurred by RRC.

### Cancellations

We are confident that you will be delighted with your studies but, should you feel less than satisfied, you can cancel under the following terms within your Enrolment Period (defined as the period to your nominated exam date or 24 months from enrolment date for units/subjects where the nominated examination date is not determined).

#### Face-to-Face Courses

- Cancellation More Than 30 Days Before the Course Start Date

A refund of the full course fee is obtainable for cancellations received more than 30 days before the scheduled course start date.

- Cancellations Between 15 and 30 Days Before the Course Start Date

A refund of 70% of the course fee is obtainable for cancellations received between 15 and 30 days before the scheduled course start date.

#### Distance & e-Learning Courses

- Cancellation Within 30 Days

A refund of the full course fee is obtainable for cancellations received within 30 days following the acceptance of your application. Subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 30-day period.

- Cancellation After 30 Days But Within 45 Days

A 60% refund of the course fees is obtainable for cancellations received at any time within 45 days following the acceptance of your application. Subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 45-day period.

- Cancellation Over 45 Days and Within the Enrolment Period

A 90% refund is available for any Units/Subjects for which study has not commenced. Study is deemed to have commenced from the date the student requests the materials.

Where a student has commenced a Unit and wishes to cancel, they may be entitled to a refund of any exam fees paid to RRC provided the cancellation is received before the student has been registered with the examining body.

### Examinations Only

A refund of the exam fee is obtainable for cancellations received up to the date RRC register the examination with the examining body.

### Revision and Reference Guides

- Printed Materials - Returned Within 14 days

A refund of the full fee (excluding postage and packing) is obtainable for returns received in good condition within 14 days following the despatch of the goods.

- E-mail - Returns Within 7 Days

A refund of the full fee is obtainable for returns received up to 7 days following RRC e-mailing the goods or access password, subject to a written confirmation that all copies have been destroyed.

- Programmed-to-Pass – Cancellation Within 7 Days of Access

A refund of fees is obtainable for cancellations received within 7 days following RRC e-mailing the access password, subject to a written confirmation that any downloaded or printed materials have been destroyed. Outside of the above, full fees are payable on all cancellations or returns. Any refunds will be processed within 14 days of receiving your returned course materials