

Learning Agreement

This agreement explains our aims and standards. It states what you can expect from us. *It also explains your role in the course.*

We, the Blackford Centre, undertake to do the following:

1. We will give a thorough grounding in your subject, including the knowledge of how to set up your own business (if you choose to do that).
2. Your course will be interesting, up to date and easy to understand. We will provide you with suitable materials and resources.
3. We will encourage you during your study, by sending you regular messages.
4. We will assign you a personal tutor with whom you can work on a one-to-one basis. You can contact your tutor by email and post.
5. You will also be able to phone Blackford Centre Advisors during work hours.
6. We will aim to ensure that your tutor remains with you until the end of your course. Occasionally a tutor may decide to discontinue tutoring. If this happens, and we hope it won't, we will provide you with a new tutor.
7. We will refund your fees without question if you tell us within 60 days of enrolling on the course. We will not pay your return postage.
8. We will also refund your course if, 90 days after successfully completing the course, you have not earned at least the cost of your course fees. We expect to see some evidence of marketing, such as a leaflet, website or advertisement.
9. We will deal with any difficulties promptly and fairly. You should initially contact your tutor. If you cannot resolve your problem, you should contact Emma Richards at support@inst.org. If you do not get a response from your tutor, don't wait more than three weeks before contacting us. But remember that tutors go on holiday etc.
10. We operate an equal opportunities policy. We welcome all learners, irrespective of past achievement. Our policy is here: www.inst.org/quality.htm
11. We will treat all appeals and complaints in a fair manner. Our appeals policy is here: www.inst.org/appeals.htm

Your tutor is committed to the following:

1. Your tutor will aim to mark assignments within seven working days. Marking will be done to an agreed standard, using Blackford Centre guidelines for each assignment.
But remember that your tutor is a working professional, and marking may occasionally get delayed.
2. Your tutor will provide constructive and individual feedback on your progress.

You, the Learner, will do the following:

1. You will undertake **sufficient study** to maintain progress on your course.
2. You will **make use of our course services** (including online edition) to maximise your learning experience.
3. You will **submit assignments** regularly, and keep copies of your work in case it gets lost. You will ask for help if you get stuck.
4. You will put **your name and student number** on every communication, including on each assignment.
5. You will submit work which is a **true reflection of your knowledge** and abilities.
6. You will **keep in contact with your tutor**, without making unnecessary demands upon their time.
7. If **paying by instalments** you will make the payments at the agreed time.
8. You will **take precautions against transmitting computer viruses** when communicating with us, your tutor or others in the course of your studies.
9. You will **not harass** other students.

If you have any queries about this Agreement, please contact the Blackford Centre.