

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:

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| 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). | we will provide you with a new course advisor. |
| 2. Your course will be interesting, up to date and easy to understand. We will provide you with suitable materials and resources. | 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. |
| 3. We will encourage you during your study, by sending you regular messages. | 8. We will deal with any difficulties promptly and fairly. You should initially contact your course advisor. If you cannot resolve your problem, you should contact Emma Richards at support@inst.org . If you do not get a response from your course advisor, don't wait more than three weeks before contacting us. But remember that course advisors go on holiday etc. |
| 4. We will assign you a personal course advisor with whom you can work on a one-to-one basis. You can contact your course advisor by email or post. | 9. We operate an equal opportunities policy. We welcome all learners, irrespective of past achievement. Our policy is here: www.inst.org/quality.htm |
| 5. You will also be able to phone the Blackford Centre Support team. during work hours. | 10. We will treat all appeals and complaints in a fair manner. Our appeals policy is here: https://inst.org/appeals-and-complaints/ |
| 6. We will aim to ensure that your course advisor remains with you until the end of your study period. Occasionally a course advisor may decide to discontinue their work. If this happens, and we hope it won't, | |

Your course advisor is committed to the following:

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| 1. Your advisor will aim to mark assignments within seven working days. Marking will be done to an agreed standard, using Blackford Centre guidelines for each assignment. | 2. Your course advisor will provide constructive and individual feedback on your progress. |
| | 3. Your course advisor will be available to you for one year from the start of your studies. |

You, the Learner, will do the following:

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| 1. You will undertake sufficient study to maintain progress on your course. | 5. You will submit work which is a true reflection of your knowledge and abilities. |
| 2. You will make use of our course services (including online edition) to maximise your learning experience. | 6. You will keep in contact with your course advisor , without making unnecessary demands upon their time. |
| 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. | 7. If paying by instalments you will make the payments at the agreed time. |
| 4. You will put your name on every communication, including on each assignment. | 8. You will take precautions against transmitting computer viruses when communicating with us, your course advisor, 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