

## **Terms and Conditions**

Thank you for enrolling with ACED Qualifications. Upon registration, you will gain access to your course via our learning portal. All course materials and essential information needed to commence your course will be provided through this platform.

### **Key Points to Consider:**

1. Identification: Learners must provide valid identification reflecting their legal name, which will be used for certification by the awarding body, NCFE.
2. Payment: Full payment is required before issuing the learner's certificate.
3. Authentication of Work: Authenticating the learner's work is essential. The following will be required:
  - Completed witness testimony forms for each unit from the learner's adult facilitator or parent.
  - Video submission as evidence for practical elements (L2 Sport Course).
  - Photo evidence where appropriate.

### **Upon course registration, whether through a full payment or subscription plan, you are entitled to:**

- Access to a flexible online course that can be completed anywhere.
- Opportunity to achieve a nationally recognised qualification from NCFE through distance learning.
- Access to online resources, including course materials, pre-recorded tutorials, presentations, and guidebooks for self-paced learning. Specific resources may depend on the course enrolled.
- Inclusion of all fees related to your course, such as registration and certification upon successful completion.
- A structured course divided into units or modules for better accessibility.
- Assessment-based courses without fixed deadlines or end-of-course exams.
- Regular and positive feedback from your assessor, detailing each grading criterion met and any necessary improvements.
- Advice and support from your course assessor via email and the learning platform, including our Assessor Chat feature.

### **Responsibilities of the Adult Facilitator or Learner (if aged 18+):**

- Ensure that all work is completed by the learner.
- Acknowledge the documentation of the learner's work electronically for assessment purposes.
- Not share resources without explicit permission from ACED Qualifications.
- Assume responsibility for the learner's course completion and health and safety.
- Provide proof of the learner's identity for registration with the awarding body.

**Course Payment Options:**

Payment can be made as a one-time payment or on a subscription basis.

If the course has been fully paid for but the learner has yet to complete it, they will still have access to the learning portal, all resources, and contact with their course assessor for at least an additional 12 months added to the suggested course length. This can be increased if required through direct communication with the assessor/ Deborah Hayward.

**Course Withdrawal:**

ACED Qualifications will contact the learner as soon as possible if the awarding body gives notice of withdrawal for the registered course, typically with a two-year notice period giving the learner advanced warning to be able to complete the course.

**One-Time Payment "Cooling Off" Period:**

A two-week "cooling off" period allows the learner or adult facilitator to request a full refund, minus a £25 admin fee.

**Subscription Cancellation:**

If circumstances change and cancellation of the subscription is desired, please email the head of centre at [acedqualifications@outlook.com](mailto:acedqualifications@outlook.com) or Deborah Hayward to cancel your subscription. Please allow five working days for the cancellation to be processed.

**Marketing and Celebration of Learner's Work:**

ACED Qualifications may share images of the learner's work for marketing purposes unless stated otherwise. Opt-out instructions are provided within the 'Learner Details & Terms and Conditions' form, which must be completed upon enrolment when prompting.