



# TERMS AND CONDITIONS FOR OUR COURSES

## INDIVIDUAL STUDENTS

The Institute for Sustainable Philanthropy is committed to providing a safe environment for everyone involved in our courses. We support a culture of mutual respect and will not tolerate discrimination or harassment in any form.

### 1.0 General

1.1 The start date for each class is the date of the first teaching (or log in) day although pre-course tasks may be necessary.

1.2 It is the responsibility of students to manage their time appropriately whilst undertaking their studies. For most courses, students should allow approximately five hours per week for their study.

1.3 Students are required to have a good command of written and spoken English. If in doubt, evidencing and International English Language Testing Service (IELTS) score of 6.0, or Test of English as a Foreign Language (TOEFL) score of 550 or equivalent may be required to ensure students are not at a disadvantage.

1.4 Persistent absence from required learning and teaching activities may constitute grounds for termination of a student's place in an IFSP class.

1.5 Any award of bursaries is made at the discretion of the Institute for Sustainable Philanthropy. Appeals are not applicable.

1.6 We reserve the right to remove any course attendee should their behaviour be deemed inappropriate.

1.7 We reserve the right to change or alter course dates, programme content, tutors, and locations where necessary without liability. Significant changes will be

communicated to students by email and if any change results in a student being unable to attend, we will refund 100% of the class fee. We will not be liable for any other costs incurred by students as a result of any changes.

1.8 We will not offer refunds due to circumstances outside of our control such as adverse weather conditions, transportation issues, major incidents, industrial action or 'Acts of God.' We will also not be liable for any other costs incurred such as hotel or travel costs.

1.9 A class may be cancelled up to 2 weeks prior to its start date.

1.10 You may not at any time, share, amend or disseminate any materials provided.

1.11 All materials provided remain the intellectual property of the Institute for Sustainable Philanthropy and its partners or clients, who assert their right to worldwide copyright and all related rights unless specifically agreed otherwise in writing.

## **2.0 Booking for a Class**

2.1 All courses can be booked via the Institute for Sustainable Philanthropy website.

## **3.0 Booking fees and payment terms**

3.1 Fees for courses will be published on the Institute for Sustainable Philanthropy website against the respective course.

3.2 Payment can be made by card, or an invoice can be requested. Payment terms are 30 days from date of invoice. Invoices will not be available if the booking is made less than 30 days before the class start date.

3.3 The Institute for Sustainable Philanthropy reserves the right to refuse entry to the learning platform if full payment has not been received from the student prior to the course starting unless reasonable proof of the payment being processed is provided. The final decision is at the discretion of Institute staff and is final. In any event, full payment of the invoice will still be required.

## **4.0 Substitutions and Transfers**

4.1 No substitutions, transfers, or refunds will be made if a student decides to leave a course.

4.2 A place on a course can be substituted at no extra charge up to four weeks before the start date. To make a substitution you must email the Institute team with details of the original student and the substitute.

4.3 Additional charges apply to course transfers depending on when we receive the written request:

1) 75% refund if notice received within 2 weeks

2) 50% refund if notice received within 1 weeks

4.4 Students can transfer to the same course at a later date or another course by contacting the Institute team by email. The new course must start within 12 months of the originally booked course otherwise it will be considered a cancellation.

4.5 Students wishing to transfer their place are only permitted to do so once.

4.6 If the new course is of higher value than the original, students will be charged the difference. If the course is of lower value, the Institute for Sustainable Philanthropy will not refund the difference.

## **5.0 Deferrals, Withdrawals and Termination**

5.1 Students experiencing personal difficulties or illness which may affect attendance or performance, should contact the Institute for Sustainable Philanthropy team by email as soon as such difficulties occur.

5.2 Deferrals or extensions to deadlines are only available in exceptional circumstances and at the discretion of Institute staff.

5.3 Deferrals granted are normally for a defined period not exceeding 12 months.

5.4 Students unable or unwilling to complete their studies within 12 months will be automatically removed from the course unless a special arrangement has been agreed in writing.

5.5 Students wishing to permanently withdraw from their course must inform the Institute for Sustainable Philanthropy team in writing and complete the necessary paperwork.

5.6 If a student fails to access the online class or return from an approved deferral without notice, they will be automatically removed from the course and will cease to be a student. No refund will be made.

## **6.0 Cancellations**

6.1 All requests for cancellation must be made in writing by email to the Institute for Sustainable Philanthropy team. 100% refunds will only be payable if a cancellation is notified 28 or more days in advance of the start of a class.

## **7.0 Liability**

7.1 Course notes cannot be relied upon for legal interpretation. Neither Institute staff, tutors or consultants can accept responsibility for actions of delegates, or others with access to course notes, or liability for any loss incurred as a result of this content.

7.2 Any adjustments needed to enable accessibility to a Certificate course must be communicated to the Institute for Sustainable Philanthropy team at the point of booking and no later than four weeks prior to a Certificate course taking place. The Institute for Sustainable Philanthropy will not accept liability for inability to undertake a Certificate course if notification of adjustments required has not been received.