

# Table of Contents

**Contact Information** ..... 1

**Participation** ..... 1

**At the end of the course** ..... 1

**Study Interruption and Withdrawal** ..... 1

**Refunds** ..... 2



# Your time with us

## Contact Information

You should ensure that we are kept up to date of your contact details so that all important communications reach you. Please also ensure that your personal profile on the Learning Management System is complete and up-to-date at all times.

Contact information for all tutors and Heartwood staff is available on the Learning Management System. In the event of any additional queries, please email [admin@heartwoodteam.net](mailto:admin@heartwoodteam.net)

## Participation

Participation in the Heartwood Foundation Course requires commitment and taking full advantage of the learning opportunities it provides, understanding that the learning achieved will derive from a readiness to participate fully in all the learning activities offered.

The value that comes from making a personal commitment of time, effort and intellectual investment is enormous, and it is important to be organised and to plan your work schedule carefully. Be aware of any special course dates or deadlines, and work to those, making sure you are adequately prepared for all tasks.

## At the end of the course

The course will close 6 weeks after the release of the final unit, allowing time for completion of all course activities in order to qualify for a certificate of completion. But in order to enable you to spend more time reviewing topics of particular interest to you, we will maintain access to an archive of course materials including slides, documents and videos for up to a year after this.

Your course records will be held for one year after the close of the course, after which time we will not be able to issue a certificate for you as the records will no longer be on our system.

## Study Interruption and Withdrawal

Circumstances may arise where it becomes necessary for a learner to suspend their studies, or withdraw from studies altogether, for unforeseen reasons. If you need to take an extended absence from the course and wish to continue at a later date, you can apply to suspend your participation and join a later edition of the course, starting in the unit following the point you have reached in your current course. This can only be done once, is at our discretion and the course must be resumed within 6 months from the start of the suspension of your studies. Heartwood reserves the right to withdraw or reconfigure aspects of the learning experience in such cases, and if the fee for the course has changed during the suspension, this fee will be applied to your payment for the remaining units.

Please note that suspension of your studies will incur an administration fee of £50

Application for withdrawal from of suspension of studies should be made by emailing [admin@heartwoodteam.net](mailto:admin@heartwoodteam.net) at the earliest opportunity.

## Refunds

Should you decide to withdraw, your registration fee of £95.00 will be retained. Refunds are calculated from the date Heartwood receive your written agreement to our terms of withdrawal. Refunds are calculated at £40 per month plus, an administration fee of £50.

If you have chosen to pay by instalments, we will stop your subscription at the point of withdrawal. No refund will be given.

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