

Terms and Conditions

Please read the following education application notes carefully:

Payments: All course fees must be paid in full prior to the commencement of the course unless an instalment agreement has been made. Course prices are reviewed each academic year. Your application cannot be accepted unless accompanied by the correct payment. Please do not forget to add postage if applicable. The course fees advertised in this prospectus include the exam fees unless otherwise indicated.

You will need to inform Gem-A immediately of any changes in your circumstances that may affect your fee status. All outstanding agreed course instalment fees and examination payments must be paid well in advance of exam dates; failure to comply with this will result in you not being entered or able to take course exams.

Instalments: Details of the instalment options can be downloaded from the website. Please note that an administration fee will be applicable. We are sorry but we can provide only the instalment plans indicated and all fees must be paid by the last instalment date indicated on the schedule. For further information please contact education@gem-a.com.

Withdrawal or cancellation: Cancellations received two weeks or more prior to the start of the course incur a minimum cancellation fee of £150 (£25 for workshops) or 10% of the course or workshop fee, whichever is greater. Within two weeks of the course or workshop starting a 50% cancellation fee is applied. We regret that for cancellations received within five days of the commencement of the course or workshop, or at any subsequent time, no refund can be given.

Attendance: You are expected to attend all classes or complete all tasks and activities. If your attendance or online activity falls below 80% then you might not be entered into course exams.

Students are expected to follow the non-attendance and late procedures outlined in the student handbook. Advance notification must be given for any known forthcoming absences. If you do not attend classes or cannot complete the tasks requested due to unforeseen circumstances you are expected to contact your tutor or the education office as soon as possible. For on-site London students unauthorized and consistent absence will lead to disciplinary action: you will be requested to attend a Non-Attendance Meeting (NAM) and/or to withdraw from your course.

Coursework and assessment: Your course content and assessment methods will be outlined to you in your induction class or in the introduction of your online course. You may be required to complete assignments that contribute to your final grade. It is the responsibility of the individual student to ensure they understand the assessment requirements and complete these by the given dates.

Privacy information: You understand that Gem-A may need to contact you, your next of kin, UKBA, your employer or any other fee-sponsoring body, regarding issues such as attendance, conduct, progress, etc. Such communication may be via telephone, letter, fax, email or any other appropriate means. For other data protection information see www.gem-a.com/utilities/privacy-policy.aspx

Unique Learner Number (ULN): The information you supply will be used by the Chief Executive of Skills Funding, to issue you with a Unique Learner Number (ULN), and to create your Personal Learning Record. Further details of how your information is processed and shared can be found at www.learningrecordsservice.org.uk/privacynotice. Because the ULN is required for the administration of services within the education and training sector (such as the issuing of certain qualifications), you

Terms and Conditions

cannot opt out of being issued with a ULN on the Learner Register. You can opt out of sharing your participation and achievement data through the Learning Records Service. Details of how you may opt out of sharing your participation and achievement data within the Learning Records Service can be found at www.learningrecordsservice.org.uk or by telephoning their helpdesk on 0845 602 2589.

Exam Entry: Students will need to apply for their course examination on a separate application form available from the education office. The Association sets up examination centres in areas where there is usually a sufficient number of candidates wishing to sit the examinations and availability of gemmological instruments for the practical exams. The allocation of a centre is entirely at the discretion of the Association and no guarantee is given that a centre will be set up in any particular locality. Please note that certain examination centres may make their own local exam charges; these charges are separate from the Association examination fees and are payable by the candidate direct to the centre.

Change of contact details: You must inform Gem-A immediately if you change your residential address. You must also complete a change of personal details form, available from your Tutor or the education office.

Complaints: A copy of Gem-A complaints procedure and other relevant policies can be found in your student handbook, or can be sent to you on request.

Student Visitor's Visa: Students attending any of Gem-A's on-site courses will need to provide a copy of a UK or EEA passport, proof of UK residency, or have a student visitor's visa.

Please note: The UKBA Home Office regulations may be updated at any time and it is the applicant's responsibility to seek the current information relating to UK immigration rules. Enquiries can be made at the UKBA website or with their representative in the country in which the applicant resides.

Language requirements: There is an English language requirement for students. Evidence showing that students have passed a Secure English Language Test (SELT) and at a minimum of CEFR level B1 (validity date is required). Examples of a SELT include IELTS or TOEFL.

Students with additional needs: If you require special consideration for your studies and exams please provide Gem-A with supporting evidence such as a statement of special educational need, a letter from your doctor or any other relevant documentation.