



## Digme Education Terms and Conditions

### Introduction

This document sets out Digme Education Terms and Conditions for our learners who have enrolled in any of our courses.

Digme Education values our learners who undertake our courses. We aim to provide the very best learner experience and the highest level of support on every occasion with every student.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

### Scope

This policy covers our course terms and conditions in relation to the qualifications and courses offered by Digme Education.

A member of the Digme Education team will be able to help clarify and/or answer any questions relating to the following terms.

### Digme Education - Our Responsibilities

1. Upon sign up you will receive a welcome email to introduce you to Digme Education and your course. This welcome email will contain a link to the Terms and Conditions on our website. To complete any purchase you must agree to these Terms and Conditions by clicking that you accept the Terms and Conditions on our website. You can download a copy of the Terms and Conditions from our website.

2. Digme Education will use our best endeavours to verify that any pre-requisite qualifications are stated and we will declare when we require a pre-requisite qualification for your chosen course. We do this by clearly displaying the pre-requisite requirements on the course information pages on our website. If you are in any doubt whether you hold the required pre-requisite qualification then please get in touch with our Digme Education team by emailing us at [education@digmefitness.com](mailto:education@digmefitness.com).

3. Additionally, Digme Education will remind you that we require a prerequisite qualification for some of our courses in our welcome emails. Providing the pre-requisite qualification at point of sign up is the learners responsibility. Failure to provide a valid prerequisite (a qualification that meets the minimum entry standards and one that is suitably accredited) will result in you being unable to be awarded a certificate and a refund for your chosen course will not be possible.



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4. All welcome emails and communications will be sent to the email address provided at sign up. If you do not receive emails then please always check your junk / spam folders first and if you still do not think you have them please make the Digme Education team aware on [education@digmefitness.com](mailto:education@digmefitness.com).

5. Digme Education's awarding regulatory body for some of our courses is Active IQ. Our centre reference number is 10159. We will comply and follow Active IQs policies and procedures and adhere to Active IQs Centre Agreement in our delivery and teaching of all Active IQ qualifications.

6. Digme Education will take all reasonable steps to ensure that learners are fully informed about the requirements of their selected qualifications as set out in the relevant qualification specifications and guides published by Active IQ from time to time. All qualifications contain guidance on the assessment criteria within the coursework documents such as The Learner Achievement Portfolio and/or Associated Coursework Handouts and Coursework Materials.

7. Digme Education will ensure that assessments for Active IQ qualifications are delivered in accordance with any qualifications specifications and assessment criteria set out in the Active IQ Policies and Procedures or otherwise prescribed by Active IQ.

8. Certificates are usually issued within 12 weeks of successful completion of your course and in addition to full payment of the associated course received by Digme Education (Successful completion being complete means full pass of all units including all modules and Learner Achievement Portfolios being passed).

9. Digme Education does not provide individual learner public liability insurance for students who are practicing delivery of their course or carrying out assessments as part of our face to face or online study option. The onus to insure is the responsibility of the learner.

10. You have 1 year to complete a qualification. If you require more time to complete your qualification then please make us aware by emailing the Digme Education team on [education@digmefitness.com](mailto:education@digmefitness.com). There will be a small charge to extend your course enrolment.

### **Digme Education - The Learner's Responsibilities**

1. The cost of your course will be agreed in advance at the point of signing up. All payments should be made in full in accordance with the schedule of payments.

2. All course payments are non-refundable. Similarly, if any deposits are required in advance this is non-refundable.

3. In cooperation with [Klarna](#) Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you one or more of the following payment options. Payment is to be made to Klarna:



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- Pay Later 30
- Pay in 3 instalments
- Pay Now

Further information and Klarna's user terms you can find [here](#). General information on Klarna can be found [here](#). Your personal data is handled in accordance with applicable data protection law and in accordance with the information in [Klarna's privacy notice](#).

4. For our online courses you will be provided with an e-manual free of charge. Any paper manuals will incur an additional charge. Digme Education is committed to reducing our environmental impact and therefore we recommend our e-manuals as a preference.

5. For our face to face courses you may be supplied with a paper manual instead of an e-manual (course dependent). The upkeep and safekeeping of the course manuals are therefore the learners responsibility from the day of induction. If the course manuals are damaged / lost then the learner will be charged a fee for a replacement manual.

6. If you are scheduled in for a face to face course this cannot be cancelled unless it is either (a) within the first 24 hours after sign up. or (b) 30 days before the course is scheduled to take place. Please note spaces are limited on face to face courses, therefore if you cannot attend and it does not meet conditions (9a) or (9b) then it is likely that no refund will be provided for course fees.

7. In the event of any complaints the learner will refer to our complaints policy and follow the steps to register a complaint. In the event of any learner appeals the learner will refer to our appeals procedure and follow the steps to register an appeal.

8. The learner will safeguard their learner assessment portfolios in a safe place at all times and will not share answers with fellow students. If completing online the learner must always keep an up to date, latest version of their coursework (even post submission to a tutor). The requirement to keep the most up to date version of coursework stops upon certification.

9. The learner will make every effort to arrive on time and ready to learn on scheduled course dates. It is the learner's responsibility to catch up with the tutor on missed material in the event of any lateness or absence.

10. You have 1 year to complete a qualification. If you require more time to complete your qualification then please make us aware by emailing the Digme Education team on [education@digmefitness.com](mailto:education@digmefitness.com). There will be a small charge to extend your course enrolment.