



Development for the property letting profession

## Terms and Conditions

### **LETWELL programme leading to the *CIH level 3 certificate in letting and managing residential property* qualification**

Learners are required to attend all five LETWELL training dates they have agreed with Landlord Accreditation Scotland (LAS) and to meet all associated conditions laid down by LAS to enable full participation in all those sessions. Failure to do so may result in a learner receiving a 'Fail' mark for the qualification element of the LETWELL programme.

All fees associated with the *CIH Level 3 certificate in letting and managing residential property* are to be paid directly to CIH in advance of the start of the LETWELL sessions the learner has agreed with LAS. These fees payable to CIH are in addition to fees paid to LAS for attending the five training sessions. These fees are as follows:

- Registration with the Awarding Organisation as a learner for the *CIH Level 3 certificate in letting and managing residential property*, qualification and assignment guides, marking of one submission of each of the three assessment assignments, any reasonable amount of personal remote assessor guidance required for the learner in respect of each of their submissions and issue of certificate: **Fee £300 (no VAT chargeable)**
- Marking of a resubmission of an assignment following award of a 'Refer' mark: **Fee £60 per resubmission (no VAT chargeable)**
- Marking of a late submission: **Fee £60 per occurrence (no VAT chargeable)**
- Withdrawal following registration with the CIH Awarding Organisation and before beginning the programme (i.e. not yet attended any sessions): **Fee £75 + VAT**
- Administration fee for each delegate name change: **Fee £50 +VAT**
- There is **no refund** of any fees payable to anyone who has begun the programme



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- Deferral of completion of the LETWELL programme and qualification once a learner has started the programme and/or has been registered for the qualification: **Fee £60 (no VAT chargeable)**

CIH will not be liable for reimbursing fees if delegates are not able to attend a course due to circumstances out of CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other force majeure or act of God.

### **Limitation of Liability**

CIH accepts no responsibility for accident, injury or loss suffered whilst undertaking one of our qualification programmes; only if it is due to negligence on our part. CIH accepts no responsibility for any loss or liability incurred whilst using material or information obtained as part of the qualification programme.

### **Cancellation and Changes to Courses**

CIH may have to cancel a qualification programme. In this case we will return any fees already received. We will not refund any other costs you incur as a result of the cancellation.

### **Data Protection Act 1998**

When you make a booking your contact details will be stored on our database. We will use this data for the purposes of processing your learner registration and qualification. We may also contact you in the future about other CIH products and services that may be of interest. If you would prefer not to be informed you can opt out at the My CIH area of the website.

### **Course Material**

The copyright of all course material rests with LAS and CIH.

For further information please contact a member of the Learning and Development Team on 0131 225 4544 or email [scotland@cih.org](mailto:scotland@cih.org)

CIH Scotland reserves the right to modify or alter these Terms and Conditions at any time without prior notice.

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