

Terms & Conditions | HSSC Online

Harrow School Short Courses is a trading name of Harrow School Enterprises Limited registered in England, company number 1617359. Harrow School Enterprises Ltd is a wholly owned subsidiary of Harrow School ('The School'), registered charity number 310033.

IT REQUIREMENTS

Before you book a course with HSSC Online, you should check you can access our virtual school with your computer, laptop or tablet. Click [here](#) to check you can use your device to access our virtual classrooms and [here](#) to check you can use our online campus. We recommend using headphones or earphones for the lessons to reduce feedback noise. You will also need a webcam and microphone.

ENROLMENT

- When you book a course with HSSC Online, you can select a lesson time and teacher. We confirm these lesson details by email no later than 10 days after receiving a booking request. We ask you to pay any outstanding course fees within 2 working days of our email to secure a place on the course. A booking is not a guarantee of enrolment until we have confirmed course details in writing and you have paid the course fees.
- If we cannot offer the time and/or teacher that you selected when you booked, we will email you to arrange an alternative time and/or teacher. If we cannot arrange an alternative you are happy with, we will return any course fees you paid for that booking and cancel the booking request.
- When a course booking has been confirmed, students will normally complete all lessons in their course at the arranged time with the same teacher. All lessons in the course need to be completed before the course end date given in the enrolment confirmation.
 - For ten-lesson programmes, the course end date is three months after the first lesson.
 - For five-lesson programmes, the course end date is two months after the first lesson.
 - For a two-lesson trial, the course end date is one month after the first lesson.
- Students have access to the HSSC Online campus from a week before their first lesson through to the end of their course. Access is available 24 hours, 7 days a week. If a student cannot access the HSSC Online Campus for a period of time because of a technical problem with our software, their access will be extended after their course end date for an equivalent period of time.
- If a teacher becomes unavailable to complete a course of study, we will contact you to arrange an alternative teacher. If we cannot arrange an alternative you are happy with, we will return the course fees for the remaining part of the course.
- If you provide incorrect information or misinformation in an application to HSSC Online, we may cancel the course without refunding the course fees.
- Please note, enrolments cannot be transferred to an alternative student.

ENROLMENT AMENDMENTS

- After a student has enrolled on a HSSC Online course, it is not possible to change their name or the type of course they have enrolled on.
- Other amendments such as changes to the course start date and lesson time may be possible depending on teacher availability. Please contact us with any requests at least three working days before the start of the course.
- After a course has started, you may change the regular lesson time providing you agree this with the teacher at least 48 hours before the next lesson in the course and you can find an alternative time when both student and teacher are available.
- Students cannot change teachers during their course unless their original teacher becomes unavailable.

CANCELLATION

- Please contact us immediately if you need to cancel a course.
- If you write to tell us you wish to cancel a course more than one week before the start of the course, we will refund the course fees minus a £50 administrative fee.
- If you write to tell us you wish to cancel a course less than one week before the start of the course, we will refund 50% of your course fees.
- We will not refund course fees if you write to tell us you wish to cancel a course after the start of that course.

ATTENDANCE POLICY

- You can postpone or rearrange some of the lessons in a course provided that you inform the teacher at least 48 hours before the lesson is due to begin and that all lessons are completed by the course end date. The teacher may postpone or rearrange some of the lessons in the course provided that they inform you at least 48 hours before the lesson is due to begin and that all lessons are completed by the course end date.
 - For ten-lesson programmes, up to three lessons can be changed by the student and three lessons changed by the teacher.
 - For five-lesson programmes, up to two lessons can be changed by the student and two lessons changed by the teacher.
 - For a two-lesson trial, one lesson can be changed by the student and one lesson changed by the teacher.
- If you inform the teacher that a student will be unable to attend a lesson less than 48 hours before the lesson is due to begin, the teacher will cancel that lesson and we will not offer a replacement lesson.
- If a teacher needs to cancel a lesson less than 48 hours before the lesson is due to begin, s/he will contact you to arrange an alternative time for the lesson. If s/he cannot find an alternative time, the lesson will be postponed to the following week and the course end date extended by a week.
- If a student or teacher cannot access the virtual classroom because of a technical problem with our software, the lesson will be postponed to the following week and the course end date extended by a week.
- If a student cannot access the virtual classroom because of a technical problem with their IT or internet connection, the lesson will be cancelled and we will not offer a replacement lesson.
- If a student cannot access the virtual classroom but has an IT problem such as their webcam freezing or microphone not working, wherever possible their teacher will adapt the lesson to allow as much participation as possible. For example, if their microphone is not working, communication will be through the chat box.

- If a student is late to their lesson, they will lose the lesson time they have missed. If they are more than twenty minutes late to their lesson and they do not contact their teacher to tell them when they will join the lesson, their teacher will log out of the classroom, their teacher will cancel the lesson and we will not offer a replacement lesson.
- If a teacher is late to a lesson and they have not contacted you to tell you when they will join the lesson, please email the teacher and hssconline@harrowschool.org.uk and tell us you are waiting for a teacher. If the lesson starts late because of the teacher, s/he will extend the lesson or arrange to make up the missed time on another date.

RE-ENROLLMENT

- If you wish to re-enrol with HSSC Online, you will have the option of continuing to study with the same teacher if they are available, or changing the teacher and/or lesson time. You can re-enrol at any time but should complete re-enrolment at least 3 weeks before the end of a course if you want to guarantee the same time and teacher, subject to teacher availability.
- When you book a course with HSSC Online you can select automatic re-enrolment. This means that when a course finishes, we re-enrol the student in a new course with the same teacher at the same time until you ask us to cancel automatic re-enrolment, or until the teacher's availability changes. We take payment at the beginning of each new course, informing you in advance.

LIABILITY

- Harrow School Short Courses and The School have public liability insurance. Any liability of Harrow School Short Courses or of The School to the student or parent or guardian, in respect of which Harrow School Short Courses or The School has insurance cover, shall be limited to the amount of such cover and any such liability in respect of which Harrow School Short Courses or The School does not have insurance cover shall be limited to the aggregate amount of fees paid in respect of the student. Nothing in these terms and conditions, however, shall operate to exclude any liability of Harrow School Short Courses or The School for personal injury or death caused by negligence of Harrow School Short Courses or The School or our respective servants and agents.
- It is a condition of the contract between Harrow School Short Courses, The School and the student or his or her parent or guardian, that Harrow School Short Courses and The School shall not, in any way, be liable to the student or the parent or guardian in the event that any service contracted to be supplied by Harrow School Short Courses or The School becomes impossible to supply due to reasons outside our control.

LESSON VIDEOS AND MARKETING

- All lessons are recorded. After each lesson the teacher shares the URL for the lesson recording with their student by email. Students can only share these recordings with members of their immediate family. Videos or the URL to the video must never be shared outside the student's immediate family or to the public domain, e.g. YouTube.
- Unless you write to tell us this is not acceptable, we may use screenshots or video clips of lessons in future HSSC Online promotional material.
- Students and/or their parent or guardian are asked to complete a course evaluation form at the end of the course. Unless you write to tell us this is not acceptable, we may use any comments in future HSSC Online promotional material.

COMPLAINTS PROCEDURE

We are sure students will be very happy and learn a lot on their courses. However, please tell us at once if you have a problem or are not happy with your course. We will always try to help you.

- Speak to your E-Teacher if you are not happy with your HSSC Online course.
- If you are still not happy or do not want to talk to your teacher, contact us on hssconline@harrowschool.org.uk or +44 (0) 208 426 4638.
- If you are still not happy, contact the HSEL Director on ogdenh@harrowschool.org.uk.
- If you are still not happy, contact English UK. Write to: English UK, 219 St John Street, London, EC1V 4LY, or e-mail info@englishuk.com.

COURSE RULES

- Students should study from a quiet location where they are unlikely to be interrupted.
- Students must turn off their mobile phones and close email and messaging services during lessons.
- Students should be prepared to use their webcam in every lesson, and should dress appropriately for a meeting with their teacher.
- Students should complete self-study work set by their teacher before their lesson.
- Students should be punctual to lessons.
- Students should concentrate in class and behave in a manner that is respectful to their teacher.
- Students who do not obey the course rules or who repeatedly misbehave or do not follow the instructions of their teacher may have their course of study terminated, and no part of the course fee will be refunded.

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