

Short Courses

Cancellation Procedure

Whether you're starting out, moving up or starting again

WE'RE READY WHEN YOU ARE ■

University of Derby Online Learning

www.derby.ac.uk/online

Cancellation Procedure

Details of your legal right to cancel and an explanation of how to exercise it are set out below. This information is also provided in the confirmation of your enrolment on your Short Course at the University of Derby.

1. You have a right to cancel your enrolment to study a Short Course, provided that the course you are undertaking is a tutor-led course and the start date has not elapsed
2. No other refunds on any University of Derby Short Courses will be provided
3. To exercise your right to cancel, you must inform the University of Derby of your decision to cancel by making a clear statement by email. In order to ensure that we can deal with your request to cancel please include:
 - your name
 - the email address you used to enrol on the Short Course
 - the name, and code, for the Short Course you wish to cancel
 - optional: please explain the reason for the request to cancel
 - Within the subject line of the email please state clearly with the words REQUEST TO CANCEL
 - Please email the required information to onlineshortcourses@derby.ac.uk .

Effect of cancellation

1. We will cancel your enrolment for the Short Course that you have told us you want to cancel.
2. Any money you have paid for the Short Course that you have cancelled will be reimbursed to you providing you have met the cancellation criteria above. Where refunds are applicable this will take up to 14 days to process.
3. You will not be able to study or continue to study the Short Course that you have cancelled.
4. You are not required to return or pay for any goods, such as course materials, that may have been sent to you during the cancellation period.

NOTE: If you have enrolled to study more than one Short Course and you have not cancelled all of the Short Courses which you are enrolled for, you will still be able to study those other Short Courses.