

## **FREQUENTLY ASKED QUESTIONS**

### **Can anyone apply for a course?**

The Highlands College part-time programme is only available to students who are no longer in compulsory education and are aged 16 or over. However, some courses have higher age restrictions or other entry criteria that need to be met. Please see our website for full details – [www.highlands.ac.uk](http://www.highlands.ac.uk).

### **How do I apply for a course?**

You can now book and pay for your Adult and Community Education course online!

- 1 Go to [www.highlands.ac.uk](http://www.highlands.ac.uk) and click on part-time leisure courses
- 2 Create your personal account by clicking on the link in the help panel
- 3 If you already have a personal account, log in with your username and password
- 4 Click on the course titles that interest you for more information. You can filter your search by subject or day
- 5 If you wish to enrol on a course, add your chosen course to your basket and follow the payment process.

If you would prefer to send in your application by post or fax, you can still do so by completing the application form in this brochure and sending it with your payment where applicable, to Highlands College - Student Records, PO Box 1000, St Saviour, JE4 9QA. If you are paying by credit card, you may fax your form to us on 767943. If you fax your application, please **DO NOT** post the original form as confirmation. Additional copies of the application form can be downloaded from our website, [www.highlands.ac.uk](http://www.highlands.ac.uk).

For certain vocational courses it may be necessary for you to meet with the tutor for a short interview before your application can be processed. If this is the case you will be contacted to arrange a suitable time.

### **Who do I make the cheque payable to?**

Cheques should be made out to "Treasurer of the States". If you are applying for more than one course please enclose separate cheques for each. This will enable us to return fees for courses that are already full and still process other applications without delay. Alternatively you may pay by MasterCard, Visa or Maestro by filling out the required card details.

### **Can I pay the course fee by instalments or by post-dated cheque?**

Unfortunately, no. You will not have your application confirmed until payment is received in full. Remember payment can be made via credit card, cheque, postal order or, if applying in person, in cash.

### **What do my course fees pay for?**

All Adult and Community Education course fees include your tuition and a registration fee. They may also include a contribution towards the cost of demonstration materials, venue rental, handouts, artist models, equipment or exam fees.

PLEASE NOTE: be prepared to supply materials in addition to your course fees depending on your course, for example flowers, cooking ingredients, art and craft materials or specialist clothing.

Vocational course fees include tuition and occasionally some materials. You may also need to buy additional equipment and may have to pay a registration fee to an awarding body.

**What if my employer or other sponsor is going to pay for my course?**

Once you have completed the application form you must ask the person who is responsible for authorising the payment to complete the employer / sponsor section.

**Am I entitled to a fee concession?**

There are two types of fee concession available on most Adult and Community Education courses, though these do not apply to certain more specialist courses on this programme. There are no concessions for any part-time vocational course.

Senior citizens benefit from a reduction on many Adult and Community Education course fees if, by the date of commencement of these courses, they are aged 60 or over.

If you are registered with Social Security as a Jobseeker (unemployed) or are receiving 75% or more Long-Term Incapacity Allowance (LTIA) you may also receive a reduction in your fees. Only one Adult and Community Education course per term will be offered on this basis. Please complete the application form, tick the appropriate fee concession box, sign the authorisation statement and return it without any fees.

**When do courses run?**

Highlands College part-time courses vary in length from half-day workshops to two or three academic years. The majority of courses follow an academic timetable and may include half-term, bank holiday or other breaks.

**What happens if the course I want is full?**

For Adult and Community Education leisure courses, our policy is to accept applications on a first come, first served basis on receipt of fees. However, if a course is full a person's name will automatically be placed on a wait list. If the wait list is sufficiently large and additional tutors and facilities are available, another course may be set up and you will be offered a place.

**What if my course is relocated, rescheduled or cancelled?**

We make every effort to avoid doing this, but occasionally it is necessary. This is why it is vitally important for us to have your current telephone numbers or e-mail address in order that we can contact you as speedily as possible. If you have a mobile telephone number we will use a text message service to inform you of any changes to your course. If the change is not acceptable to you, a full refund will be issued. Please note, our text message service is a non-reply service.

**Why are some courses cancelled?**

A minimum enrolment number is required to recover the full costs of providing the course. If numbers of students fail to reach this minimum we reluctantly cancel it. We contact the applicants and provide a full refund, or offer a transfer to another course if a suitable one is available.

**If I can no longer attend the class, can I get a refund?**

Unfortunately we only offer a refund if your course has been cancelled by Highlands College. Circumstances such as illness, work commitments or leaving the island are not considered for refunds. Course places also cannot be deferred to another term.

**Can I give my place to a friend?**

Unfortunately places are non-transferable to another person.