

Terms and Conditions

By applying for a Course, you are confirming your agreement to be bound by these Terms and Conditions.

The College will advise you on your course entry point and upon application you will need to supply the name of the person at Oxford College of Marketing (OXCOM) who has verified your entry level.

The fee, for any course at any given time, will be displayed on the website or will be notified to you by an OXCOM representative. Fees are quoted in pounds sterling, exclusive of VAT and additional accredited body charges unless stated otherwise will apply. Delivery charges payable in relation to delivery of study materials, if applicable, are order specific and may vary, the correct delivery charges for your particular order can be confirmed by contacting an OXCOM representative.

Registration can be cancelled within 14 days of the application having been accepted by OXCOM. A full refund will be given within 14 days of cancellation. If the delegate has accessed the OXCOM learning management system there will be a cancellation fee of £100 plus VAT.

OXCOM reserves the right to cancel a course or change a schedule for any course. In such cases all delegates will be given due notice and the option of venue change or course cancellation. In cases of course cancellation by OXCOM, a refund will be offered if alternative options are not viable for delegate.

Tutor and classroom support is for 3 years from enrolment date. Extensions to this may be agreed at OXCOM's discretion on a case by case basis and may be subject to a small renewal charge.

Assignment re-submissions are subject to an additional tutor support fee of £120 + VAT for CIM Certificate, CIM Diploma and CAM level courses; and £150 + VAT for the Postgraduate course level. This fee also applies to the Strategic Marketing module (within the CIM Diploma in Professional Marketing) - £120 + VAT to be charged for any additional tutor support.

Furthermore, any retakes of CIM/CAM mock exams (this excludes the Marketing module within the CIM Certificate in Professional Marketing) are subject to an additional fee of £40 + VAT; and CIPS mock exams of £40 + VAT. Any homework resubmissions are charged at £10 per session.

For all ISMM (Institute of Sales and Marketing Management) qualifications (Awards, Certificates, Diplomas), assignment registrations with ISMM are valid for 2 years and any renewals outside of this timeframe are the responsibility of the delegate. If a delegate withdraws from the course and requests a tuition fee refund (within the refund terms), and the ISMM registration fee has already been paid, this is non-refundable. In cases where the full tuition fees have been paid and OXCOM has paid the ISMM assignment registration fee, this will be deducted from the total tuition fee cost to be refunded.

From Friday 19th October 2015, the College will not pay for registration fees, this will be the responsibility of the delegate. The delegate must arrange payment for their assignment registration fee with the College who will then register the delegate with the ISMM for their assignment(s).

From the 19th October 2015, as part of full course fees, the College will be offering an annual membership with the ISMM, this will be purchased by the College, on behalf of the delegate. Withdrawal from the course within the refund policy will result in the refund being less the cost of the annual membership. Delegates who wish to renew their membership after the 12 months have expired can do this directly with ISMM themselves.

The fee for any course does not include fees payable to the Awarding Body unless otherwise stated. In order to gain certification it is usually necessary to pay directly to the Awarding Body a fee for membership and an assessment fee for each unit / examination. These fees are usually paid directly to the Awarding Body.

Payment Terms

Payment of OXCOM fees must be made prior to the commencement of the course. Details of how to make payment can be found in the quote sent to you via email by one of our course advisers. Fees do not include a textbook unless specifically stated.

Payment by credit card is subject to a 2.8% card handling fee

Employer Funded Delegates

For employer funded delegates an invoice for all course modules (or those applied for) will be raised within 48 hours upon receiving an application form and must be paid within 30 days of invoice date.

Cancellations made after 14 days of applying will not be eligible for a refund. If the delegate, eligible for the refund, has accessed the OXCOM learning management system there will be a cancellation fee of £100 + VAT.

Failure to settle any outstanding balance will result in loss of access to the OXCOM learning system and in more severe cases the withholding of pending assignments due for submission to the awarding body.

If for any reason the named delegate is unable to attend the course the company has the right to appoint a replacement delegate within two years of the original invoice date.

Self-Funded Delegates

Self-funded **delegates** are required to make either payment in full, for one module or an initial payment of 50% of the first module course fee.

Interest free payment plans are available for the remaining balances on all courses and are subject to monthly consecutive payments.

Cancellations made after 14 days of applying will not be eligible for a refund. If the delegate, eligible for the refund, has accessed the OXCOM learning management system there will be a cancellation fee of £100 plus VAT

Failure to settle any outstanding balance will result in loss of access to the OXCOM learning system and in more severe cases possible the withholding of pending assignments due for submission to the awarding body.

Enrolment details

You will be notified of your enrolment onto the OXCOM Learning site via email.

The receipt of any online study materials is personal to you and you may not transfer your rights to access Oxcom Learning, share your access passwords or provide any online study materials to any other person.

Course Swaps and Adjustments

Course swaps are permitted and are considered on individual basis. The course level suitability, additional fees and difference in cost are to be considered when changing over to a different course.

If a delegate changes courses more than once, they will be subject to an administration fee of £100 + VAT per additional swap.

General

Delegates must show a professional attitude to their studies.

Delegates will complete their work and return it to their tutors on time or at a pre-agreed mutually convenient time.

Oxford College of Marketing encourages the sharing of experience and expertise. Therefore any work provided by delegates may be displayed and shared as an example of good practice with the agreement of the said delegate.

Full participation is the key to good performance. It is on the basis of this understanding that the course has been designed. However, if you are ill or away because of your commitments at work or home please let us know, so we can suggest extra support. This may be especially important if your employers are paying for your course.

While every care is taken to ensure that any advice given to delegates is correct, Oxford College of Marketing cannot accept responsibility for information provided by third parties (e.g. CIM).

Oxford College of Marketing reserves the right to withhold any assignment submission due to the awarding body where the Oxford College of Marketing considers that the delegate has not followed the Oxford College of Marketing or awarding body guidelines.

Social Media Policy

This policy deals with the use of all forms of social media, including but not limited to Facebook, LinkedIn, Twitter, Wikipedia, YouTube, Pinterest, Google+ and all other social networking sites, and all other internet postings, including blogs etc. This also includes any functionality within OXCOM Learning that permits interactions with other Oxford College of Marketing delegates.

Social media should never be used in a way that breaches any of Oxford College of Marketing's policies. If a social media post would breach any of our rules or policies in any other forum, it will also breach them in the social media forum. For example, users are prohibited from using social media to:

- Breach our IT and communications systems policy;
- Breach any obligations relating to confidentiality or intellectual property;
- Breach any of our academic or disciplinary rules;
- Defame or disparage the Oxford College of Marketing or the Oxford College of Marketing tutors, lecturers, delegates, prospective delegates, the general public or other stakeholders;
- Breach our anti-harassment and bullying policies;
- Unlawfully discriminate against our delegates, staff or other third parties;
- Breach our data protection or privacy policies; specifically sharing of tutor feedback;
- Breach any other laws or standards.

Acceptable Use of OXCOM Learning Forums and Live Chat

We want to create an open, caring and respectful community. To help us do this, each user agrees that their use of the community and their contributions must:

- Be accurate and genuinely believed;

- Avoid quoting out of context and include a credit for the original author as the source of material;
- Comply with all applicable domestic, foreign and international laws that govern the content which makes up the Contribution.

Users also agree that their use of the Community and Contributions will not:

- Infringe any intellectual property rights including copyright, design right, database right, patents, trade mark, moral or performer's right or any other third party right;
- Be likely to harass, upset, alarm or cause distress to any other person;
- Contain an instruction, advice, or content that could cause harm or injury to individuals or to computers or systems;
- Encourage anyone to commit any unlawful or criminal act or condone any unlawful or criminal act;
- Give the impression that the Contribution emanates from the Oxford College of Marketing if this is not the case, or impersonate any person, or misrepresent your identity or affiliation with any person;
- Contain any advertising.
- We reserve the right to disclose a user's identity to any third party who is claiming that any material posted or uploaded by a user to our site is defamatory of them, a violation of their intellectual property or other legal rights, or of their right to privacy, and if disclosure is required under any law, regulation, order of a court of competent jurisdiction or the rules of any governing or regulatory body.
- We will not be responsible, or liable to any third party, for the content or accuracy of any Contributions

Intellectual Property

- At all times, the Oxford College of Marketing and /or its licensors, remain the owner of the intellectual property in the study materials. No study materials or any part of them may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the Oxford College of Marketing.
- In consideration of receipt by the Oxford College of Marketing of the course fee, the Oxford College of Marketing grants to you a non-exclusive, non-transferable license to use the study materials strictly for your own educational purposes only.
- Save as expressly set out in these terms, you may not modify, copy, reproduce, re-publish, sub-license, sell, upload, broadcast, post, transmit, make available, disseminate or distribute in any way any of the study materials.
- You may not modify, adapt, merge, translate, disassemble, decompile, recompile or reverse engineer any software forming part of the online study materials or create derivative works based on the whole of or any part of the online study materials or incorporate the online study materials into any software program.
- Use of the study materials not expressly permitted in these terms is strictly prohibited and will constitute an infringement of either the Oxford College of Marketing's copyright or the Oxford College of Marketing's other intellectual property rights, and / or the copyright or other intellectual property rights of the Oxford College of Marketing's licensors.

Intellectual property rights (including copyright)

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- Except as provided below, you may not copy, modify, redistribute, republish or otherwise make use of the materials on or within the Websites, in our courses or our learning materials available to anyone else without the Oxford College of Marketing's written permission (including, but not limited to "caching" any material and "mirroring" any material).

You may print or download materials from the Websites for your own personal and non-commercial use provided that:

- No materials are modified in any way
- No graphics are used separately from accompanying text
- Our copyright and trade mark notices appear in all copies; and
- You acknowledge the Websites as the source of the material.

If you have our written permission to provide these materials to another person, you must ensure that they are made aware of these restrictions. You may be responsible to the Oxford College of Marketing for that person's non-compliance with these restrictions contained herein.

You may also permit your computer to make an electronically stored, transient copy of the content on or within the Websites only for the purpose of viewing it while connected to the internet (but you may only make one copy of any such content

In addition, you must not post any information which:

- Is or could be considered defamatory, derogatory or inappropriate with regards to the Oxford College of Marketing, the Oxford College of Marketing's customers or clients or any other person or organisation;
- Contains any confidential information about the Oxford College of Marketing or another person or organisation (unless you have our permission or that of the other person or organisation (as applicable) to post such confidential information;
- Contains any offensive, obscene or criminal content or any other content which may cause embarrassment to the Oxford College of Marketing, the Oxford College of Marketing's customers or clients or any other person or organisation; and
- Contains any personal data about another person (posted without their consent) including, but not limited to (this list is not exhaustive) names, contact details and sensitive personal data (for example, information about an identified or identifiable individual's mental or physical health, racial or ethnic origin or religious or other beliefs).

We reserve the right to withdraw any such content and/or information without notice and at our sole discretion and to pursue any course of action against you available to us under applicable laws.

Where you publish any feedback, opinions or statements about or regarding the Oxford College of Marketing and/or any Website(s) and/or any Product(s) on any other Social Media Channels (including, without limitation the pages on the Websites listed above, LinkedIn, Facebook or Twitter), you irrevocably consent to the Oxford College of Marketing using such feedback, opinions or statements in any marketing material of the Oxford College of Marketing in any media.

The views expressed by other users on the Websites and Social Media Channels do not represent our views or values.