(Ref: FIN-MSS-005)

PAYMENT TERMS AND CONDITIONS

A learner can register for courses by paying directly in GBP (Sterling) over the Internet, by debit or credit card. The cards accepted are Visa, Mastercard, Maestro, and Visa Debit.

Learners should read the following information about paying online before proceeding, by selecting CONTINUE. Select BACK if you do not wish to proceed.

Visit the Worldpay site for more information. www.worldpay.com

For information, traditional website addresses begin "http" - the address for a secure site will always begin with "https".

The process for online enrolments

1. Online enrolment will ask for information that will enable the College to enrol the learner on their chosen course and allocate the payment.
2. It will also ask for information that will enable the College to contact the learner, if required (this information will be held by the College).
3. When online registration is completed, the learner will be transferred to the secure Worldpay site for them to enter their debit / credit card details.
4. Worldpay will approve the payment with the learner's debit/credit card company and then inform the Learner / College that the payment has been authorised.
5. Once the learner's details have been submitted and authorised, the College will then process the payment automatically and payment will be debited from the learner's bank account/credit card. If the learner uses this service on weekends or bank holidays, the payment will not be processed by the College until the next available working day.
6. At the end of the online enrolment process, the learner will get a confirmation message on screen, with a unique enrolment reference number. The learner will have the option of printing this screen for their records. The learner will also receive a confirmation email within a week. This email should be kept for reference.
   Your debit / credit card details will be stored on a secure server at Worldpay and not on College servers. Worldpay ensure that your debit card / credit card details are encrypted between your machine and their secure server, which will hold your details.

The process for MOTO enrolments

1. Secured postal enrolment forms and telephone enrolment can be taken by the College.

2. Postal enrolments: the learner completes the enrolment form and leaves in a secure drop box or at Reception. The information is entered onto UNIT-e by the College's Learner Support Services. Telephone enrolments: the College's Learner Support Services complete an enrolment form and enter the information onto UNIT-e.
3. Payments for postal / telephone enrolments are made by the secured MOTO payment system.
4. Services provided are within a PCI Certified level 1 Data Centre.
5. Worldpay will approve the payment with the learner's debit/credit card company and then inform the learner / College that the payment has been authorised.
6. Once the learner's details have been submitted and authorised, the College will then process the payment automatically and payment will be debited from the learner's bank account / credit card.
7. At the end of the enrolment process, the learner will get a confirmation message by email if an email address has been provided. Please keep this email for reference.
8. MOTO payments can only be used for learners that have a personal email address.

The process for PDQ and Cash payment enrolments

1. The enrolment form is completed by the learner and the information entered onto the College's MIS system by the College's Learner Support Services
2. Payments by card are taken for postal / in person / telephone enrolments. Payments by cash are only taken for enrolments in person.
3. Learner Support Services will make card payments through the terminal. Only authorised enrolment staff that have received training have access to the terminal.
4. When the learner is present, the terminal/pin entry device is handed to the learner to input their PIN. The terminal is taken back from the learner as soon as the PIN is entered. The card is not taken away from the customer.
5. Once the learner's details have been submitted and authorised by the bank, we will then process the payment, and the amount will be debited from the learner's bank account/credit card
6. If the transaction is not authorised the card is given back to the cardholder, unless the Authorisation Centre asks the College to retain it and it is safe to do so.
7. If a learner still wants to go ahead with the purchase, the College will ask them for an alternative payment method.
8. At the end of the enrolment process, the learner will get a till receipt (for cash) plus merchant receipt from the card terminal/electronic receipt if applicable. This receipt should be kept for future reference.
9. In accordance with the Payment Card Industry (PCI) Data Security Standard, the College does not store cardholders' data on the MIS system, transmit between College sites, and/or pass onto any third party.
10. Card Refunds are countersigned by a member of the Senior Leadership Team and made to the same card as the original transaction.

Further information, advice and induction to the course normally takes place at the start of each course and therefore it is important that learners attend the first session. If learners' have any concerns once their course has started, they should discuss these with their tutor as soon as possible. The College reserves the right to refuse admission or to refer learners to more appropriate classes, on academic grounds if necessary. Sutton College also reserves the right to cancel, combine or re-schedule courses or to make changes to course details advertised including cost, location, content and tutor. Courses must be viable in order to run and may be cancelled by the College if minimum numbers are not met. The College will offer to transfer learners to an appropriate alternative in this case. Early enrolment is advisable to ensure that the course of their choice runs.

Privacy Notice

If a learner is on an Education Skills Funding Agency (ESFA) /Greater London Authority (GLA) funded course, then the course has been part-financed by the ESFA/GLA. The personal information provided is passed to the ESFA and the Department for Education (DFE). The information is used for the exercise of functions of these government departments and to meet statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009, and to create and maintain a unique learner number (ULN) and a Personal Learning Record (PLR). The information provided may be shared with other organisations for education, training, employment and well-being related purposes, including for research.

Learners may be contacted after they have completed their programme of learning to establish whether they have entered employment or gone onto further training. Learners can opt out of contact for other purposes by ticking the appropriate boxes when enrolling.

Further information about the use of and access to learner information is available from: www.gov.uk/government/organisations/skills-funding-agency

The College Data Protection, Fee and Refund and other policies can be found at www.suttoncollege.ac.uk/college/missions-policies.

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