

Terms & Conditions



Terms And Conditions

1. Introduction

This agreement stipulates the Terms and Conditions, governed by the law of England and Wales, upon which a place has been offered to your child. Once you have accepted a place for your child you are agreeing to be legally bound by these Terms and Conditions. Submission of your Enrolment Application form is acceptance of the following Terms and Conditions.

We ask that you read the Terms and Conditions carefully before submitting your Enrolment Application form to us.

2. Duration

The following Terms and Conditions will remain in force until the pupil concludes their education with Active Learning or is either voluntarily withdrawn by parents or carers by completing a Leaving Form (please refer to Notice Period) or excluded by way of authority granted by these Terms and Conditions. We have the right to change the Terms and Conditions throughout the academic year. Any changes will automatically take effect 28 days after being announced.

3. Authority of the Executive Headteacher

Parents or carers authorise the Executive Headteacher of Wellbeing within Active Learning, or their nominated deputy, to take such action as they consider being in the best interest of the pupil on a day to day basis.

4. Provision of Education

Active Learning shall endeavour to do all that is reasonable to provide a suitable educational environment for every pupil. Although we strive for excellence in the educational advancement of our pupils, Active Learning cannot guarantee that the pupil will achieve their desired examination results or that results will be sufficient to gain entry to other educational establishments.

Active Learning does not handle the administration of examinations.

Pupils are required to register as private candidates. Finding a suitable examination centre, the meeting of deadlines for registration and costs incurred by taking the examinations are the responsibility of the parent or carer. Additionally, the requirements for participation in other required educational provisions.

5. Parents or Carers' Responsibility

It is the parents or carers' responsibility to inform their local authority or local government, where required, that they are electively home-educating their child.

Active Learning, aims to work in partnership with parents or carers for the educational advancement of young people enrolled in the school. In line with the [Department for Education Elective Home Education Guidance for Parents](#), the responsibility for educational provision for electively home educated pupils lies with the Carer.

Active Learning expects parents or carers to use the relevant Parent Portals to monitor their child's progress, assist their child with managing deadlines, and ensure assignments and assessments are completed and correctly submitted.

Parents or carers are expected to support their child by providing necessary materials as determined by Active Learning. To enable the school to support children and young people, parents or carers are expected to inform Active Learning of any changes in their child's life that may impact on their learning within the school. Parents or carers are responsible for ensuring their child has access to an appropriate location from which to study. Active Learning is not responsible for the home (or any other) study environment. It is the responsibility of pupils and parents or carers to read the School Handbook and ensure that any additional materials such as textbooks are purchased as required.

Parents or carers are responsible for ensuring that their child attends lessons. Parents or carers must also ensure that their child has access to the internet and the correct technology to take part in lessons. The computer and software requirements are set out in the Active Learning Handbook which can be found on the Parent Portal. Refunds will not be given for poor internet connection or if there are issues with the device that the pupil is using. If pupils are unable to attend a live lesson a carer must notify the school using the Absence Form, and detail the reason for the absence as per procedure. If a pupil misses a live lesson, they are expected to watch the recording of that lesson at a later date. If a pupil misses a lesson because of an individual issue then they are expected to watch the lesson recording. Parents or carers of pupils who do not attend regular, full-time school are responsible for ensuring the legality of home-schooling in their country.

6. Age Eligibility

For reasons of child protection and safeguarding, Active Learning cannot accept newly enrolled individuals to classes if they are over 18 years of age, unless the provision is specific to adult learners. Please view our Safeguarding Policy for further information.

7. Admissions

Relocating Families

If you are relocating to a new address, you must notify your Success Coordinator and complete the change of address form on the Parent Portal. If you are relocating to a new country and timezone, where required, we will endeavour to adjust your child's timetable accordingly to suit your new time zone, although this will be availability depending.

Enrolment application and payment

Upon submission of an enrolment application you will be required to pay a one off enrolment fee. The enrolment fee is non-refundable even if you change your mind and decide not to proceed with enrolment after making the payment. At the point of enrolment you will be made aware of the subjects which are at full capacity and given an opportunity to join a waiting list.

From the 28th July 2023 an enrolment deposit will be required to secure a place ahead of your start date. The deposit will be refunded (to the bank account originally used to make the payment, unless closed, please note exchange rates will vary) within 28 days of the completion of the pupil's courses or termination of this agreement after any outstanding fees are deducted. Any breach of the Terms and Conditions will result in full or partial forfeit of your deposit. Please refer to our website for the current enrolment fee and enrolment deposit costs.

Upon submission of an enrolment application your child's enrolment will be processed in line with the next available start date (up to approximately 12 working days after submission of a complete application). You will be able to select your child's preferred start date on the enrolment application and you will be issued a tuition invoice in-line with this start date which must be paid by the deadline indicated. Failure to make payment within the deadline set out will result in your child's start date being delayed by 1 week. Your tuition invoice will not be recalculated under these circumstances. If on successful completion of your application Active Learning is unable to process your child's enrolment by the pre-agreed start date, you will be enrolled into the next suitable start date and your fees will be adjusted accordingly.

If you fail to pay your child's tuition fees within 28 days of the invoice first being issued your enrollment application will be removed from our system. In this circumstance you would receive a refund of the enrolment deposit payment but not the enrolment fee. If you wish to re-enrol at a later point you will be required to re-submit the entire application including paying the enrolment fee and enrolment deposit.

Please only submit an enrolment application if your child is ready and available to start lessons within the next month. The exception to this will be in the run up to a new academic year when we will accept

enrolment applications several months prior to the start date. Early applications for the next academic year may take longer to process than the timeframe outlined above. When submitting an application for your child, we require you to provide a copy of official identification for your child which details their date of birth. We also require proof of your current address. Please follow this [link](#) for the current government guidelines on acceptable proof of address documentation.

In order to attend Metronome Education your child should be at least B1 level of the [Common European Framework \(CEFR\)](#) in English.

Returning families (Also mentioned under Notice Period below Point 11)

If you are returning to Active Learning you will be required to complete the entire enrolment application process including payment of the enrolment fee and enrolment deposit.

8. Timetables

Upon enrolment you will be able to indicate your preferred time window for lessons to take place within our daily timetable. There is an expectation that your child will be available to participate in lessons from Monday-Friday.

Timetabling is at the discretion of the learning platform. Whilst we will endeavour to place your child into a timetable that meets the time preferences you have indicated, in some circumstances this may not be possible due to availability constraints. All of our live lessons are recorded and made available for pupils to view at a later point. In circumstances where the only lessons available are at unsuitable times we would recommend your child uses the lesson recordings to access the learning content.

The school timetable is designed to ensure there are no clashes within each year group. If a family chooses to enrol in multiple year groups, Active Learning cannot guarantee that clashes will not occur.

Individual pupil timetables can not be amended throughout the academic year unless in accordance with our Subject Add and Subject Drop policies.

The school timetable is subject to change

9. Fees

Active Learning will seek to keep fees stable but reserve the right to increase fees at any time with at least 30 days prior notice. Liability to pay fees and any other additional expenses is the responsibility of the elected payer.

No refunds will be given for minor disruptions to the provision of lessons. However, please note that you may have a right to a refund for more significant disruptions under The Consumer Rights Act 2015.

Payment Options (up to and including Year 9)

For year groups up to and including Year 9 fees can be paid on a termly or yearly basis. Fees are charged from the first day of the academic year to the last day of the academic year. There are no fees payable over the summer holidays. When starting part way through the academic year your fees will be calculated on a pro-rata basis. All fees and other expenses payable are set out on the Active Learning website.

- Payment Option 1 : Termly Fees – Instalments (*up to and including Year 9*)

Termly instalment invoices are sent out in advance of the start of each term and are split into three instalments.

- Term 1 – Instalment 1 : 21 days prior to the start of the academic year
- Term 1 – Instalment 2 : 1st October
- Term 1 – Instalment 3 : 1st November
- Term 2 – Instalment 1 : last day of term 1
- Term 2 – Instalment 2 : 1st February
- Term 2 – Instalment 3 : 1st March
- Term 3 – Instalment 1 : last day of term 2
- Term 3 – Instalment 2 : 1st May
- Term 3 – Instalment 3 : 1st June

If you join part way through a term your tuition for that term will be calculated on a pro-rata basis. The date of your first payment will be determined by the intake date upon which your child is joining rather than the dates outlined above, ongoing payments will be in line with the dates outlined above depending on your start date. You are liable for the full terms tuition, no refunds are provided if you choose to leave part way through a term.

- Payment Option 2 : Termly Fees – Full Payment (*up to and including Year 9*)

Your termly invoice will be sent out in advance of the start of each term. Term one is due 21 days prior to the start of the term, term two and three are due by the end of the previous term. If you join part way through a term your tuition for that term will be calculated on a pro-rata basis. The date of your first payment will be determined by the intake date upon which your child is joining. No refunds are provided if you choose to leave part way through a term.

- Payment Option 3 : Yearly Fees – Full Payment (*up to and including Year 9*)

Your yearly invoice will be sent out in advance of the start of the academic year and is due 21 days prior to the start of term one. If you join part way through the academic year your yearly tuition will be calculated on a pro-rata basis. The payment date will be determined by the intake date upon which your child is joining. No refunds are provided if you choose to leave part way through the academic year.

- Payment Options (Years 10/11 & Years 12/13)

Fees are calculated for the total of the two year course and can be paid either termly (over 5 terms, no payment in the final term of the two year course) or yearly (2 x yearly payments). Payment options cannot be amended partway through the two year course. There are no fees payable over the summer holidays. When starting part way through the two year course your fees will be calculated on a pro-rata basis. All fees and other expenses payable are set out on the Active Learning website.

- Payment Option 1 : Termly Fees – Instalments (*Years 10/11 & Years 12/13*)

Your two year course will be paid over the first 5 terms (3 terms in year 1 plus the first 2 terms in year 2). Your termly invoice will be sent out in advance of the start of each term and split into three instalments per term.

YEAR 1

- Term 1 – Instalment 1 : 21 days prior to the start of the academic year
- Term 1 – Instalment 2 : 1st October
- Term 1 – Instalment 3 : 1st November
- Term 2 – Instalment 1 : last day of term 1
- Term 2 – Instalment 2 : 1st February
- Term 2 – Instalment 3 : 1st March
- Term 3 – Instalment 1 : last day of term 2
- Term 3 – Instalment 2 : 1st May
- Term 3 – Instalment 3 : 1st June

YEAR 2

- Term 1 – Instalment 1 : 21 days prior to the start of the academic year
- Term 1 – Instalment 2 : 1st October
- Term 1 – Instalment 3 : 1st November
- Term 2 – Instalment 1 : last day of term 1
- Term 2 – Instalment 2 : 1st February
- Term 2 – Instalment 3 : 1st March
- No payment in Term 3 (Two year course paid in full)

If you join part way through a term your tuition for that term will be calculated on a pro-rata basis. The date of your first payment will be determined by the intake date upon which your child is joining rather than the dates outlined above, ongoing payments will be in line with the dates outlined above depending on your start date. You are liable for the full terms tuition, no refunds are provided if you choose to leave part way through a term.

- Payment Option 2 : Termly Fees – Full Payment (*Years 10/11 & Years 12/13*)

Your two year course will be paid over the first 5 terms (3 terms in year 1 plus the first 2 terms in year 2). Your termly invoice will be sent out in advance of the start of each term.

YEAR 1

- Term 1 – 21 days prior to the start of the academic year
- Term 2 – last day of term 1
- Term 3 – last day of term 2

YEAR 2

- Term 1 – 21 days prior to the start of the academic year
- Term 2 – last day of term 1
- No payment in Term 3 (Two year course paid in full)

If you join part way through a term your tuition for that term will be calculated on a pro-rata basis. The date of your first payment will be determined by the intake date upon which your child is joining. No refunds are provided if you choose to leave part way through a term.

- Payment Option 3 : Yearly Fees – Full Payment (*Years 10/11 & Years 12/13*)

Your two year course will be paid over two years. Each of the yearly invoices will be sent out in advance of the start of the academic year and is due 21 days prior to the start of term one.

- YEAR 1 – due 21 days prior to the start of the academic year 1
- YEAR 2 – due 21 days prior to the start of the academic year 2

If you join part way through the academic year your yearly tuition will be calculated on a pro-rata basis. The payment date will be determined by the intake date upon which your child is joining. No refunds are provided if you choose to leave part way through the academic year.

Secondary School Textbooks

In the Secondary School, textbooks are provided by Active Learning via a digital platform. Payment for textbooks and resources is required to access Active Learning lessons.

Pupils are granted a licence to their textbooks for the current academic year. Fees for textbooks are not pro rata'd for pupils joining after the start of the academic year.

Refunds are not provided for textbooks when a subject is dropped.

Incompletion of Agreed Payment(s)

Fees which have not been paid in full by the pre-agreed due date stated on the invoice will result in pupil exclusion and a possible Late Fee being added to your invoice. If no effort is made to contact Active Learning and make the payment within two weeks after the invoice due date then the pupil will be removed from the school and:

- PUPILS WHO APPLIED PRIOR TO 28th MARCH 2023 – this debt will be passed to our debt collection agency.
- PUPILS WHO APPLIED FROM 28th MARCH 2023 – your enrolment deposit will be retained (if your debt is lower than your enrolment deposit you will be refunded the difference within 28 days from your removal date).

Parents and Carers are liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by Metronome Education in relation to the recovery of any unpaid fees irrespective of the value of the claim.

10. Enrolment Update : in advance of each academic year

All current pupils are required to complete an Enrolment Update Form and pay a tuition deposit to secure the pupil's place for the next academic year. The tuition deposit will be deducted from your first tuition invoice of the new academic year. The amount of the tuition deposit is detailed on our website and within the Enrolment Update Form.

Current pupils moving to a new key stage (i.e. pupils moving to Year 7 (KS3), Year 10 (KS4) and Year 12 (KS5)) will have the opportunity to select their subjects for the next academic year. All other pupils will have their current subjects rolled over to the next academic year unless subjects are added and dropped according to the procedures outlined in our policies.

Payment of the tuition deposit is a commitment to continue with Active Learning in the next academic year. As such, the tuition deposit will be retained by Active Learning if you choose not to return. For pupils who applied from 28th March 2023, their enrolment deposit will also be retained (if your following terms tuition is lower than your enrolment deposit you will be refunded the difference within 28 days from your removal date).

Your child's enrollment will continue into the next academic year, until you submit a leaving form, and you will still be liable for payment of tuition fees.

11. Notice Period

Notice to leave the school must be submitted via the 'Leaving Form'. The Leaving Form is accessed following a call with the designated Success Coordinator. There are three leaving dates throughout the academic year; these coincide with the last day of each of the three terms.

Termly Payments (Instalments and full payment options)

If you are on a termly payment plan your exit date will be the end of the current term, provided that you have notified us by submitting a 'Leaving Form' no later than 14 days before the end of the current term. If you notify us after this deadline your exit date will be the end of the following term and for :

- PUPILS WHO APPLIED PRIOR TO 28th MARCH 2023 – you will be liable for the terms tuition up to your leaving date. If payments have not been paid in full they will be passed on to our debt collection agent.
- PUPILS WHO APPLIED FROM 28th MARCH 2023 – your enrolment deposit will be retained (if your following terms tuition is lower than your enrolment deposit you will be refunded the difference within 28 days from your removal date).

We do not offer any refunds for lessons not attended.

Yearly Payments

If you decide to pay yearly, your exit date will be the end of the current term, provided that you have notified us by submitting a 'Leaving Form' no later than 14 days before the end of the current term. Full payment must be made within 21 days prior to the start of the academic year. If you are starting part way through the academic year our Admissions Team will inform you of your payment deadline. Fees are non-refundable, we do not offer any refunds for lessons not attended.

Returning to the school after Leaving

If you have been with Active Learning in the past and wish to re-enrol, you will be liable to pay the full amount of the enrolment fee and enrolment deposit again and must follow the enrolment processes as specified in Section 7 above.

Deletion of Classwork and Coursework

When leaving Active Learning, pupil profiles are removed from our platforms and classwork and coursework will no longer be available or retrievable after the leaving date. Pupils and families should download all work they would like to retain prior to leaving Active Learning. The school does not take responsibility for any work lost through not downloading pupil work prior to the assigned leaving date. Please also see Section 19 regarding the deletion of classwork and coursework when altering your enrollment.

12. Confidentiality

We understand the importance of pupil privacy and it is entrusted that any publication, including photographs, videos and other posts by Active Learning on our website or on social media will be in the best interests of pupils and require consent from the carer. By agreeing to our Terms and Conditions, you give consent for your child to appear in recorded lessons if they choose to use the microphone or webcam feature of the virtual classroom. These recorded lessons may be viewed by other pupils and staff within Active Learning however they will not be shared externally. All staff are required to complete the safeguarding protocol.

Parents and carers are provided the opportunity to specify the permissions granted to Active Learning, for internal and external sharing of pupil information upon enrolment in the school. Parents and carers are required to notify the school in writing if there are changes to the approved permissions.

13. Internet Security

Active Learning will take all reasonable steps to ensure that your child uses the facilities of the school platform for appropriate purposes, but your child will be held accountable for any misuse. Deliberate misuse will be treated as a breach of Active Learning rules which will be investigated and may result in the expulsion of a pupil from the school.

Pupils will use YouTube and other resources from the internet as part of their lessons. The school will never direct anyone to anything that is not educational. Although Active Learning is committed to teaching pupils about the responsible use of technology through lessons and extracurricular activities, it is the Parents' or carers' responsibility to ensure that they have appropriate content controls and internet security software to protect their child from inappropriate online content. Information for pupils about being safe online is available via their class pages. While we endeavour to provide lessons which are internationally inclusive, we cannot always guarantee that pupils in non-UK countries will be able to access UK content online.

Pupils shall not share links, logins or social media handles with other pupils. If pupils wish to contact each other outside of Active Learning, please contact your Success Coordinator. For further information, please see our [E-Safety Policy](#).

14. Usernames and Passwords

The platforms for use in Active Learning should only be used by the enrolled pupil. Usernames and passwords for Active Learning platforms should not be shared. Any misuse will be treated as a breach of Active Learning rules which will be investigated and may result in the expulsion of a pupil from the learning platform.

15. Data Protection

The school will use the information you provide to us relating to you and your child, together with other information, for administrative monitoring, accounting, planning and control of the curriculum and examinations, publication of examination results, provision of references, analysis for education and management purposes and other purposes necessary for the good management of the school and the welfare of its staff and pupils. We may disclose some or all of this information to service providers and agents for these purposes.

You agree and consent to our processing of the information you and your child provide to us for the purposes outlined above which shall include, where necessary, the processing of sensitive data relating to your child's health, their religious denomination and ethnic or racial origin.

Active Learning has a policy of recording all live interactions between teachers and pupils. All lesson recordings remain securely on our software provider's servers. Lesson recordings will only be shown to pupils who are currently enrolled at Active Learning, or Active Learning staff.

Parents or carers give Active Learning permission to contact any exam centres where a pupil has sat exams and request the exam results be released to Active Learning.

16. Behaviour

The Executive Headteacher, Heads of School and Head of Wellbeing have the authority to deal with all disciplinary matters arising and to delegate disciplinary powers amongst the staff as appropriate. Parents or carers and pupils accept such authority of the Executive Headteacher.

Parents or carers and pupils are responsible for adhering to the school's [Behaviour Policy](#), which is available on the Metronome Education website.

The Executive Headteacher and Heads of School reserve the right to exclude pupils as a result of the poor behaviour of the pupil or inappropriate or abusive behaviour of the carer, which contravenes our school policies. By enrolling in Active Learning parents and carers agree to follow our policy: [Social Media Code of Conduct for Parents and Carers](#). A breach of this policy may result in the family being unenrolled.

At Active Learning we strive to respect pupils and families, and to ensure they are empowered to thrive. We understand the importance of wanting to support your child at home during their live lesson time; however, this must be carefully balanced with a trust placed in teaching staff to equip your child to learn independently. By enrolling in Active Learning, parents and carers agree to follow our policy: [Expectations of Parents and Carers in Lessons](#).

17. Academic Honesty

All work submitted by pupils must be their own. By submitting work for marking and feedback, pupils agree that the work submitted is original and that any extraneous sources used are fully cited and referenced. Our education platform reserves the right to 'screen' work for similarity at any time, particularly where there may be suspicions that cheating and/or plagiarism has taken place. Pupils agree to undertake assessments with monitoring by proctoring services as deemed appropriate by the school.

Pupils and parents or carers will work in partnership to ensure that all assessments are completed in accordance with 'exam conditions' and no extraneous sources are used to gain advantage. Pupils who commit academic malpractice may result in a loss of marks or grades, being reported to the associated exam boards or being excluded from the learning platform.

18. Cancellation of Lessons

Lessons that are cancelled due to the fault of Active Learning (e.g. teacher connection, system break down, staff illness) will either be covered by a cover teacher or made up in the form of cover work or recorded lessons. Active Learning does not offer refunds for cancelled lessons that are supplied with one of the provisions listed above.

Cover teachers may not be specialists in the subject they cover.

19. Changing Enrolment

Adding subjects

If you wish to add subjects you will need to complete an Add Subject form, which can be accessed via your Parent Portal. New subjects can be added only on a termly basis prior to the term commencing. The form must be submitted at least 14 days prior to the end of the current term for the changes to take effect from the start of the following term. Term dates can be found on our website.

Current subject selections and costs will remain in place until the end of the current term. All new changes will be reflected within your tuition payments from the start of the following term.

Once the form has been submitted you will be emailed a timetable slot for you to approve.

You have 7 days to respond to this email after which this time slot will be released and you would need to submit a new Add Subject form. Once you have approved your timetable slot this decision is final and you are liable for any payments incurred by the changes requested. Tuition fees will be updated

accordingly in line with your current payment method. If you decline your allocated time slot you will be offered another option where available and will have a further 7 days to respond.

Pupils in Year 10 and Year 12 can only submit Add Subject forms during Term 1. Add Subject forms submitted from Term 2 onwards require approval from the Secondary Leadership team.

Pupils in Year 11 and Year 13 can only submit Add Subject forms during Term 1 with approval from the Secondary Education team.

Dropping subjects

If you wish to drop subjects you will need to submit the Drop Subject form via your Parent Portal, this can be actioned on a termly basis only prior to the term commencing. You must submit the form at least 14 days prior to the end of the current term for the changes to take effect for the following term. Term dates can be found on our website. Please note that curriculum package subjects cannot be dropped.

Once the Drop Subject form has been submitted the changes will be reflected within your tuition payments from the start of the following term. Current subject selections and costs will remain in place until the end of the current term.

No refunds will be provided for tuition fees already paid.

Once the Drop Subject form has been submitted the requested changes cannot be reversed. Any further changes must fall in line with our changing enrolment terms and conditions.

When dropping a subject, it is the pupil and parent/carer's responsibility to download any work they would like to retain for that subject. Once unenrolled from a subject, classwork will be removed from Canvas. Active Learning does not take responsibility for any work lost through not downloading pupil work prior to the assigned 'drop' date.

Support Classes

Support classes can be added throughout the academic year (subject to availability).

If you join a support class partway through a month or term, your first payment will be charged on a pro-rata basis.

Support classes are added to pupils' timetables on a weekly basis. If the form is submitted by Wednesday, your support class will be accessible on Monday.

You can drop support classes on a termly basis by submitting a Drop Subject form via your Parent Portal.

One to One Tuition

One to one tuition is booked through our One To One Tuition Portal. By placing a booking, families agree to attend any booked sessions. Refunds are not provided for sessions that are cancelled or unattended by the family. Lessons can be rescheduled up to 48 hours in advance. If a session is rescheduled more than 3 times by the family it will be cancelled and no refund provided.

Sessions that are cancelled or unattended by the teacher will be rescheduled.

One to One Counselling

One to one counselling is booked by completing a One to One Counselling Interest Form, available on our website and Parent Portal. One to one counselling sessions are available as a block of four sessions. Before a pupils first session with the School Counsellor, families will have the option to attend a short introductory session with the School Counsellor. By placing a booking, families agree to attend any booked sessions. Refunds are not provided for sessions that are cancelled or unattended by the family. Sessions can be rescheduled up to 48 hours in advance. If a session is rescheduled more than 3 times by the family it will be cancelled and no refund will be provided.

Sessions that are cancelled or unattended by the School Counsellor will be rescheduled.

In order to attend Active Learning, prospective pupils should be at least B1 level of the [Common European Framework \(CEFR\)](#) in English. At the point of enrolment, this is up to your discretion. If, during your enrolment with Active Learning, teachers find that a child would benefit from additional

support in English, pupils may be asked to complete a short English level assessment and be advised to enrol within classes.

.You are required to ensure your child has their camera and audio enabled during the Lingua Connect Zoom lessons unless you have the written agreement of exemption from Active Learning. If camera and audio are not enabled the pupil risks being removed from the lesson, unless they have been granted an exemption. This is due to small class sizes (up to 10 pupils) and the interactivity of lessons. Pupils therefore rely on the interaction with other pupils to make the most of the course. You will be notified if your child does not have these functions enabled.

Active Learning pupils will receive a reduced MOS pupil fee for their tuition fees whilst they are also enrolled at Active Learning. They will also be exempt from paying the £50 Lingua Connect enrolment fee. If you choose to leave Active Learning, you will be able to continue your Lingua Connect classes, but will move to the non Metronome Education pupil fee scale. Please refer to our website fees.

20. 'Cooling Off' Period

You are entitled to withdraw your acceptance of these terms and conditions and enrolment of your child within 14 days of the submission of an Enrolment Application Form. We will deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. Please note our enrollment fee is non refundable.