

Terms & Conditions

All subscribers to NorthStarWorldwide agree to be bound by these terms and conditions. NorthStarWorldwide reserve the right to alter these terms and conditions from time to time.

Books & Software

All software supplied by NSW remains the property of NSW. Users are not permitted to copy (in any way) any software or books supplied by NSW. Material stored on our servers is for the exclusive use of students whilst they study with NSW. Material cannot be downloaded for later use, either by the designated student or another person.

NSW fees

Up to date information relating to current fees and charges can be found on the NSW web site.

Refunds

Where the word "Refund" appears below it refers to the issuing of a credit note which will be applied to any outstanding balance. If, after the credit note has been applied, the statement shows that there is still an outstanding balance, you will be liable to pay off that outstanding balance (if you have left NSW) or according to your payment schedule (if you have withdrawn from courses). Where a statement shows a negative balance, NSW will refund the balance to you.

Withdrawing from NSW courses

Should you, for any reason, decide to withdraw from any or all tutored courses, you will receive a credit note according to the following table which describes the level of refund that you can expect

Week	Refund
Week 1	If a user has NOT logged onto NSW Moodle a full refund will be given if requested within 7 days of submission of application form to NSW.
Week 1-4	85% of your invoice for tutoring less £60 admin fee (per student).
Week 5-6	60% of your invoice for tutoring less £60 admin fee (per student.)
Week 7-8	35% of your invoice for tutoring less £60 admin fee (per student).
Week 9-10	10% of your invoice for tutoring less £60 admin fee (per student).
Week 11+	0%

No refund is payable for curriculum-only courses once the first lesson has been downloaded.

IMPORTANT – Weeks are numbered from the first Monday following the receipt of cleared payment of the deposit in NSW's bank account or the first Monday of term, whichever is the later.

No refund is made for students joining NSW in term 3 (or term 4 for those working on a southern hemisphere calendar), who subsequently leave before the end of the academic year.

Any carriage and postage charges will be charged to parents at cost. No refunds will be made on carriage or resources supplied by NSW.

The cost of any course handbooks supplied as part of the course will be deducted from the refund.

Disclaimers

NSW cannot compel students to work, nor do we take responsibility for inactivity of students. We do monitor and report on student progress and you will be notified of any concerns via your NorthStarWorldwide.org email address.

NSW takes responsibility for all material in the NSW online community and on the NSW web site. We cannot, however, monitor students' activity on the rest of the World Wide Web. We take no responsibility for any unsuitable material that students may come into contact with while using the World Wide Web.

NSW make no assurances as to students' academic success, be it GCSE results or otherwise.

NSW is not a school, and requires an active interest to be taken by parents/guardians in the education of their children. NSW is not a 'holistic' education system; we offer a complementary educational package, which should be integrated with input and support from other sources.

NSW is in no way liable for a student's inability to use NSW Moodle.

NSW undertakes to ensure that our server is working at all times. If the server should go offline, NSW's sole responsibility is to ensure that the server is returned to normal working order within a reasonable period of time.

Age of Child

All students must be 18 years of age or under at the start of the academic year (1st September for Northern Hemisphere courses and 1st February for Southern Hemisphere courses.) All applications must be accompanied by evidence of age.

Medical and other conditions

The NSW administrator should be informed via email of all medical conditions and special learning needs that might affect learning on NSW; at the very latest, on application, or as soon as diagnosed thereafter.

Exclusion, suspension or criminal conviction

NSW must be informed by email or in writing if a prospective student has been excluded or suspended from a previous school or has any criminal convictions. The information will be treated as confidential and will only be provided to tutors if the Educational Director regards it as essential to do so. No student will be prejudiced against as a result of their past history. NSW reserves the right to refuse an

application from a family or school, where, in the opinion of the Educational Director, a student's enrolment with NSW is likely to jeopardise existing students. The Educational Director's decision in such matters is final.

General

Signing the NSW enrolment form, emailing or sending electronically the enrolment form to us or providing NSW with your credit or debit card details, sending a signed cheque or setting up an agreement with your bank to make payments to NSW creates a binding contract between NSW and the signatory or payee, whereby the signatory or payee denotes his or her agreement with these terms and conditions. Any changes of address, telephone number or email address must be notified to the NSW office in writing as soon as possible.

All complaints regarding NSW MUST be submitted in writing - either via email or by letter.

Failure to pay by the due date described in the payment schedule will result in the suspension of access to the NSW server. Suspension will continue until all arrears are paid.

NSW is an online organisation. All notices regarding NSW policy, as well as important information to parents will be uploaded into the Info Centre in NSW Moodle and/or the Latest News area of the NSW Moodle Home Page. It is the responsibility of the adult holding the NSW Moodle username and password to check their designated mailbox, as well as the Info Centre and the Latest News area on NSW Moodle at least twice a week. NSW cannot be held responsible for loss, damage or any other unfortunate circumstances that arise from parents missing information as a result of a failure to check these locations.

The adult holding the NSW Moodle username and password must not under any circumstances disclose their password to their child/ren.

No other person except the registered user may log onto NSW Moodle using the students or parent's username and password. This includes brothers and sisters.

Progression

A student cannot progress onto the following year in a course if s/he has not completed the work for the year they are in. (Only under exceptional circumstances and with the agreement of the Educational Director may this rule be waived.)

Suspension

NSW reserves the right to suspend or terminate a student/parent NSW Moodle account without prior notice. Further, NSW reserves the right to limit access to areas of the NSW NSW Moodle server, at the discretion of the Educational Director.

NSW material/licensing

All NSW material is licensed for use by the named student (see exceptions below) and not for any other person or organisation. In a purchasing school, this means that NSW material can only be used by the named student. NSW material may not be copied or distributed or used for any purpose other than that for which it is intended. NSW materials are provided for the sole purpose of supporting parents and/or schools in educating students who hold an active NSW Moodle account provided by NSW.

NSW Curriculum-only material is licensed for use within the purchasing family. It may be used freely with any children within that family. It may not be distributed outside the purchasing family. Curriculum-only material may NOT under any circumstances be used within a school.

Britannica Online

Enrolled students, parents and (in purchasing schools) a named teacher are provided with access to Britannica online edition. The Britannica security barcode must not be divulged to anybody else. To do so would breach our agreement with Britannica. NSW reserves the right to suspend access to NSW Moodle if we suspect that the security barcode has been shared knowingly or unknowingly with others.

Other information

NSW is a Christian organisation and we promote biblical Christianity.

Child Protection.

All families who enrol with NSW must abide by our Child Protection Policy. A copy of which is available from the Library on NSW Moodle or from our office.

Data protection

The information you provide to us, electronic, written and verbal may be held on our database, in accordance with the Data Protection Act. (1998)
We are registered under the 1998 Data Protection Act.

Definitions

Wherever 'you' appears in this document, it refers to the subscriber or purchasing family or purchasing school.

Wherever 'we' and 'our' and 'us' appears in this document, it refers to NorthStarWorldwide.

NSW is an acronym for NorthStarWorldwide, which is a trading name of NorthStar Worldwide Learning Limited (a company registered in England, Reg No 7582945) NSW Moodle is the name of our Virtual Learning Environment.

A named student is defined as a student who has an active NSW Moodle account that has been provided by NorthStarWorldwide. A designated email address is the email address that you have provided to NSW on enrolment. It is the parent's or (in purchasing schools) the teacher's responsibility to notify NSW of any change in designated email address.

Southern hemisphere calendar refers to the academic year for students who commence courses in January or February, for completion in November or December of the same calendar year.

Northern hemisphere calendar refers to the academic year for students who commence courses in September, for completion in July of the following calendar year.