

Terms & Conditions

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

Books & Software

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

NSUK fees

Up to date information relating to current fees and charges can be found on the NSUK 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liable to pay off that outstanding balance (if you have left NSUK) or according to your payment schedule (if you have withdrawn from courses). Where a statement shows a negative balance, NSUK will refund the balance to you.

Withdrawing from NSUK 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 1-4	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 NSUK's bank account or the first Monday of term, whichever is the later.

No refund is made for students joining NSUK 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 NSUK.

In addition for all GCSE & Year 9 Spanish courses - the cost of any course handbooks supplied as part of the course will be deducted from the refund.

Disclaimers

NSUK 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 northstaruk.org email address.

NSUK takes responsibility for all material in the NSUK online community and on the NSUK 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.

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

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

NSUK is in no way liable for a student's inability to use NSUKMoodle.

NSUK undertakes to ensure that our server is working at all times. If the server should go offline, NSUK'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 NSUK administrator should be informed via email of all medical conditions and special learning needs that might affect learning on NSUK; at the very latest, on application, or as soon as diagnosed thereafter.

Exclusion, suspension or criminal conviction

NSUK 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. NSUK 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 NSUK is likely to jeopardise existing students. The Educational Director's decision in such matters is final.

General

Signing the NSUK enrolment form, emailing or sending electronically the enrolment form to us or providing NSUK with your credit or debit card details, sending a signed cheque or setting up an agreement with your bank to make payments to NSUK creates a binding contract between NSUK 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 NSUK office in writing as soon as possible.

All complaints regarding NSUK 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 NSUK server. Suspension will continue until all arrears are paid.

NSUK is an online organisation. All notices regarding NSUK policy, as well as important information to parents will be uploaded into the Info Centre in NSUKMoodle and/or the Latest News area of the NSUKMoodle Home Page. It is the responsibility of the adult holding the NSUKMoodle username and password to check their designated mailbox, as well as the Info Centre and the Latest News area on NSUKMoodle at least twice a week. NSUK 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 NSUKMoodle 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 NSUKMoodle 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

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

NSUK material/licensing

All NSUK 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 NSUK material can only be used by the named student. NSUK material may not be copied or distributed or used for any purpose other than that for which it is intended. NSUK materials are provided for the sole purpose of supporting parents and/or schools in educating students who hold an active NSUKMoodle account provided by NSUK.

NSUK 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. NSUK reserves the right to suspend access to NSUKMoodle if we suspect that the security barcode has been shared knowingly or unknowingly with others.

Other information

NSUK is a Christian organisation and we promote biblical Christianity.

Child Protection.

All families who enrol with NSUK must abide by our Child Protection Policy. A copy of which is available from the Library on NSUKMoodle 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 NorthStarUK. NSUK is an acronym for NorthStarUK, which is an operating name of the Veritas Trust (registered charity no.1003691). Our company registration number is 2608685.

NSUKMoodle is the name of our Virtual Learning Environment.

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