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# Customer Service Course Fees

This fees list is current until **November 2010**. Our fees **include** VAT (only UK and EU students have to pay VAT), our admin costs, tuition and course material for **two** years, courier, and post. They do **not** include any *examining board* membership or assessment fees. Please see *About our College* and the enrolment form for the different ways in which you can pay.

**If you enrol for the complete Certificate** you will receive a **15 per cent discount**, as shown in the fees.

**We will send your course materials by DHL courier** so it is vitally important that when you enrol you give us a **full** postal address for despatch where someone will be most of the day (your materials will need signing for), **plus** a daytime telephone number where we can contact you or leave a message.

## Course material pdfs

We can provide a copy of your course materials as a **read-only pdf file** on a CD. This option costs £10 per course; the CD is couriered with the hard copy versions of your course materials.

## Paying by instalments

If you choose to pay your course fees in instalments, you will need to **add** an administration and postage charge of **£12 per course**, and must enrol on **both** courses. You may pay over a maximum of **six** equal instalments, please see *About our College* for more details.

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## Customer service courses

	UK-based students	EU-based students	All other students
Language and Principles	£180	£200	£200
Legislation and Management	£180	£200	£200
<b>Certificate in Customer Service</b>	£305 (save £55)	£340 (save £60)	£340 (save £60)

## Opting out of tutor support

You can opt out of tutor support and choose to buy the **study materials only**. If you do this, the prices are:

	UK-based students	EU-based students	All other students
Opt-out Option	£90	£105	£120

There are no discounts with this option.

## Invoices

If you want us to invoice your company or sponsor for your course fees, you should let us have a covering letter or purchase order that confirms this arrangement with clear instructions about where, and to whom, our invoice should be sent for payment.

### For help and advice

If you wish to discuss anything in more depth, please call us on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

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