

Terms and Conditions

Postgraduate Certificate in Oral Surgery (2026/27)

These Terms and Conditions (“Terms”) apply to the **Postgraduate Certificate in Oral Surgery** (“the Course”) delivered by **The School of Oral Surgery** (“the Provider”, “we”, or “us”). They govern the **enrolment, payment, cancellation, and participation** in the Course for the 2026/27 academic year. By enrolling in the Course and paying the required fees, **you** (the candidate) enter into a **binding contract** with the Provider and **agree to abide by these Terms and Conditions**. Please read them carefully before enrolling. If you do not agree with these Terms, you **should not enrol** in the Course.

If any part of these Terms is unclear or if you have questions about the Course, please **contact the Course administration team** (via email at contact@theschooloforalsurgery.com) **before enrolling**. In the event of any inconsistency between these Terms and any other information (such as FAQs or marketing materials), **these Terms and Conditions will take precedence**.

Important: These Terms and Conditions apply to **all candidates who enrol in the Postgraduate Certificate in Oral Surgery Course and pay fees directly to the Provider**. If your Course fees are paid to a third party or the Course is delivered through a partner institution, **different terms may apply**, which will be provided to you by that third party. If any portion of the Course is delivered online through an external platform, you may also be required to comply with that platform’s terms of service in addition to these Terms.

1. Course Cancellation by You (Student)

1.1 How to Cancel: If you wish to **cancel your place** on the Course after booking and payment, you must notify us **in writing** (via email to the Course administration) at the earliest opportunity. The date of receipt of your written notification will determine your eligibility for any refund as outlined below.

1.2 Cancellation more than 4 weeks (28 days) before Course start: If you cancel at least 28 days before the Course start date, you will be entitled to a refund of any Course fees you have paid, **minus an administrative charge of 20% (or £50, whichever amount is greater)**. This administration fee covers costs incurred for processing your registration and cancellation.

1.3 Cancellation less than 4 weeks before Course start, or after Course commencement: If you cancel **within 28 days of the Course start date, or after the Course has already begun**, you will **not be entitled to any refund** of the Course fees. This no-refund policy also applies if you **fail to attend** the Course or simply **do not complete** the Course without formally cancelling your place.

1.4 Late Arrival or Early Departure: The Provider reserves the right to treat **late arrival to, or early departure from, any in-person component** of the Course as a **cancellation or non-attendance**. In such cases, no refund will be provided. If you anticipate being late or needing to leave early, you must inform the Course organisers as soon as possible. We will attempt to accommodate your needs where feasible, but we must consider the integrity of the Course content, learning outcomes, and other participants' experience.

1.5 Partial Refunds in Exceptional Cases: As a postgraduate certificate programme consisting of multiple modules/units, the Course is a **continuous learning package**. Once the Course has started, **refunds are generally not available** (see 1.3 above). **However, in exceptional circumstances**, the Provider may, at its **sole discretion**, consider granting a **partial refund** of fees corresponding to any modules or credits **not yet commenced** as of your cancellation date. This will only be considered if you have promptly discussed your situation with us and we have explored reasonable adjustments (e.g. deferral or support) that still did not enable you to continue. **Any portion of the Course that you have accessed, started, or completed is non-refundable.** (For example, if you withdraw after completing certain modules, we may retain fees for those completed modules and consider refunding *only* the fees for the remaining modules that you will not attend.)

1.6 No Refund in Specific Scenarios: For clarity, **no refunds will be granted** in the following cases:

- You **do not attend or fail to engage** with the Course without providing a valid cancellation notice (i.e. **no-shows** are not eligible for refunds).
- You **cease participation or fail to meet coursework/assessment requirements** due to personal, professional, or workload reasons **without prior consultation** with the Provider. (If

you face difficulties that impact your ability to continue, please inform us early so we can discuss possible support or adjustments; otherwise, dropping out will be treated as a voluntary cancellation with no refund.)

- You are **removed from the Course due to misconduct, academic dishonesty, lack of engagement, or unprofessional behaviour** (see Section 2 below on Provider's rights to terminate enrolment). In such cases, you will **not receive a refund**.

1.7 Statutory Cooling-Off Period (Distance Learning): If you enrolled in the Course via distance means (online or by phone/email), **you have a legal right to cancel your enrolment within 14 days** from the day after we confirm your place, provided the Course has not yet started. If you exercise this right within the 14-day cooling-off period, you will receive a full refund of any fees paid. If the Course is scheduled to begin within this 14-day period **and** you have agreed to an immediate start of services (e.g. by accessing online materials or attending sessions), the Provider reserves the right to retain a proportionate amount of the fees for any part of the Course that has been delivered up to the point of cancellation, as permitted by law. This statutory cancellation right is in addition to the Provider's refund policy above. **Nothing in these Terms affects your statutory rights.**

2. Course Cancellation by the Provider (or Termination of Enrolment)

2.1 Cancellation of the Course: We make every effort to run the Course as advertised. However, we may need to cancel or postpone the entire Course **in exceptional circumstances** - for example, if we are affected by events outside our control (see Section 7) or if **insufficient enrollment** makes the Course not financially or operationally viable. If the Provider cancels the Course **before it begins**, we will notify you as soon as possible and you will receive a **full refund of all fees** you have paid. Alternatively, at your request, we may **offer to defer** your enrolment to the next scheduled Course intake (if available) instead of a refund. No further liability will be accepted beyond the refund of fees or offered deferral in these cases.

2.2 Termination of Your Enrolment (for Cause): The Provider reserves the right to **cancel your place on the Course and terminate our contract with you** if any of the following occurs:

a. **Non-Payment:** You do not pay the required fees when due, and fail to remedy this within 14 days of receiving a written payment reminder from us (see also Section 5 on Payment Terms).

b. **Breach of Terms:** You commit a serious or material **breach of these Terms and Conditions**.

c. **Misconduct:** You are **expelled or excluded** from the Course due to misconduct or inappropriate behaviour during the Course.

d. **Unprofessional or Unsafe Conduct:** Your behaviour violates professional standards of conduct or ethics that we reasonably expect of all participants (e.g. issues with integrity, honesty, respect, safety, or trustworthiness).

e. **Unsatisfactory Engagement or Progress:** Your **attendance or academic progress is unsatisfactory**, or it becomes evident that you are **unsuited for the Course**, and we determine that termination is in the best interest of you and/or the rest of the cohort.

f. **Provision of False Information:** It is discovered that information you provided to us (e.g. during application or enrolment) was **materially untrue, inaccurate, or incomplete**, and in our judgment this warrants cancellation of your place.

In cases of enrolment termination under points 2.2(a)-(f) above (i.e. due to your fault or breach), **no refund of fees will be given**, and any unpaid fees remain payable.

3. Your Course Place is Personal and Non-Transferable

Your booking and **right to attend the Course are personal to you**. You **cannot transfer** your enrolment, **delegate your attendance**, or otherwise send someone in your place for any part of the Course. These Terms and Conditions (and any rights or obligations arising under them) apply **exclusively between you and the Provider**; you may not assign or transfer your rights or obligations under this contract to another person or to a different course or intake **without our explicit written consent**.

Furthermore, you **do not have an automatic right to defer** or postpone your participation to a later course date or a future intake of the Course. Any request for deferral will be considered by the Provider case-by-case, and if granted, may be subject to additional conditions or fees. If you wish to change to a different course date or cohort, you must contact us to discuss options, and approval of such change is at the Provider's discretion.

4. Course Fees and Payment Terms

4.1 Course Fees: The standard total fee for the Postgraduate Certificate in Oral Surgery Course is **£10,000**. This fee covers the full academic programme, including tuition and access to course

materials (and any scheduled on-site clinical skills sessions) for the duration of the Course. Unless otherwise specified, course fees **do not include** costs not directly related to tuition, such as travel, accommodation, or personal equipment.

4.2 Payment Options: We offer two payment options for the Course fee:

- **Option A - Full Upfront Payment:** A one-time payment of **£9,000** (a discounted rate, reflecting a £1,000 reduction from the standard fee) is payable in full **before the Course commences**. This upfront payment secures your place on the Course and must be received in cleared funds by the date specified in your offer or invoice (typically prior to the start date).

- **Option B - Instalment Plan:** Payment of the **£10,000** fee in **four instalments**. The first instalment is **£2,500**, which includes a **£250 deposit** to secure your place. The first instalment (including the deposit) is due **before the Course start date**, and the remaining **three instalments of £2,500** are due at approximately three-month intervals during the Course (covering roughly three modules each). The exact payment schedule, including due dates for each instalment, will be provided in writing at the time of enrolment.

4.3 Deposit: A **non-refundable deposit of £250** is required to **confirm and secure your place** on the Course. This deposit is **credited toward your Course fee** (it is effectively part of the first instalment or the full payment). If you cancel your enrolment in accordance with Section 1.7 (within the 14-day cooling-off period) or if the Provider cancels the Course (Section 2.1), the deposit will be refunded to you. Outside of those circumstances, if you later withdraw or fail to take up your place, the deposit is generally **non-refundable** as it covers administrative costs and holds your slot in the programme.

4.4 Payment Conditions: **All payments must be made in Pounds Sterling (£).** Course fees must be paid **before you begin the Course** (for Option A, the full £9,000; for Option B, the first £2,500 instalment). If we have agreed in writing with a third party (such as your employer or a sponsor) to accept payment on your behalf, payment may be aligned with that agreement; however, **you remain personally responsible for ensuring that the course fees are paid in full**. If your employer, sponsor, or any third party fails to pay your fees, you will be required to pay any outstanding amount yourself.

4.5 Late or Missed Payments: **Course access and continued enrolment are conditional upon timely payment** of all fees as per the agreed schedule. If you fail to pay an instalment by the due date, the Provider may issue a reminder. Should payment remain outstanding **14 days after the reminder**, we reserve the right to **suspend your access** to Course materials and participation until the balance is paid (which may impact your ability to meet course requirements). Persistent or significant non-payment may result in **termination of your enrolment** (see Section 2.2(a)), with no refund of fees for any portions of the Course already accessed.

4.6 No Attendance Without Payment: You will **not be permitted to attend any face-to-face sessions or continue accessing online materials** if the required fees have not been paid by their due dates. The Provider will not issue any final certificate, transcript, or confirmation of completion **until all outstanding fees are paid in full**.

4.7 Fee Inclusions: Unless stated otherwise, the Course fee includes all core academic and educational components of the Course, including tuition, access to the online learning platform, provision of course materials, and participation in the comprehensive clinical skills days. Course fees also include use of standard clinical facilities and equipment provided during organised teaching and clinical skills sessions.

Optional additional services may be made available but are not included in the Course fee. By way of example, bespoke educational supervision arrangements - such as an educational supervisor attending the Student's own practice to supervise or undertake oral surgery procedures on the Student's patients - are offered solely as optional extras. Any such services will be subject to additional costs, payable directly to the relevant educational supervisor, and will be agreed in advance.

Any other costs not included in the Course fee (including, where applicable, travel, accommodation, meals, external examinations, or specialist equipment) will be clearly communicated in advance.

5. Copyright and Intellectual Property

All **course content, materials, documentation, and lectures** provided as part of the Course are the **intellectual property of the Provider** (or its licensors) unless otherwise indicated. By

enrolling in the Course, you are granted a **limited, non-transferable licence** to access and use these materials **for your personal educational purposes only**, for the duration of the Course. This means that:

No Transfer of Rights: You do not gain ownership or any transferable rights over the course materials or content by participating in the Course. All copyright and intellectual property rights remain with the original owners (the Provider or third-party content providers).

Restrictions on Use: You must not copy, reproduce, distribute, publish, share, or make recordings of the course materials or sessions **without our prior written permission**. This includes prohibitions on uploading course materials to websites or sharing them with peers or third parties who are not enrolled in the Course.

Personal Study Exception: You are permitted to download or print materials as needed for **your own personal study and reference** while you are enrolled. Any such copies must be kept confidential and used only for your **individual learning**.

Breach of this clause (for example, unauthorised sharing of proprietary content) may result in disciplinary action, including termination of your enrolment (per Section 2.2) and potential legal action for copyright infringement.

6. Language of Instruction

The Course, all **instructional materials, assessments, and communications** will be conducted in **English**. It is your responsibility to ensure that you have a **sufficient level of English proficiency** to follow lectures, complete assignments, and participate in discussions. If English is not your first language and you have any concern about understanding the course content, please contact us in advance to discuss what support or guidance might be available. The Provider is not responsible for any issues arising from language proficiency.

7. Information You Provide

You must ensure that all **information you provide to the Provider** (during application, enrolment, and throughout the Course) is **truthful, accurate, current, and complete**. This

includes personal details, qualifications, professional status, and any other information relevant to your participation and eligibility for the Course.

If we discover that any material information you have provided is false, misleading, outdated, or incomplete, the Provider reserves the right to **withdraw your offer or terminate your enrolment** on the Course with immediate effect. In such a case, **no refund of fees** will be given for any portion of the Course you have already paid for or accessed, as this would constitute a breach of these Terms (see Section 2.2(f)).

The Provider may request documentation or evidence to verify the information you provide (for example, proof of professional registration or qualifications). Failure to provide requested verification, or provision of falsified documents, may also result in cancellation of your enrolment without refund.

8. Course Delivery and Access to Online Content

The Postgraduate Certificate in Oral Surgery is delivered in a **blended format**, primarily through an **online learning platform** combined with periodic hands-on clinical training days. Once you are enrolled and the Course commences, you will receive login credentials to access the online course content. **Access to the online learning materials begins when you are provided with valid login details** (typically on or just before the Course start date) and will continue for the **duration of the Course** as announced at enrolment. Access to online content is intended for **your personal use only** in connection with the Course.

Account Security: You must keep your login credentials confidential and secure. Do not share your password or account access with any third party. You are responsible for all activity that occurs under your account. If you believe your account has been compromised (e.g. someone else knows your password), you must notify the Provider immediately and change your password. The Provider reserves the right to suspend or terminate access if it believes your account is being used in violation of these Terms or security has been breached.

Use of Online Materials: The online course materials are provided for your educational use during the Course. You must not download, screenshot, or share substantial portions of these materials outside of the secure platform, except as necessary for your own study (see Section

5 on Intellectual Property). The Provider may terminate or suspend your access to the platform if you breach the usage rules or these Terms (e.g., sharing content or login info).

9. Minimum Technical Requirements

To participate effectively in the online components of the Course, you should have access to appropriate technology and internet connectivity. We recommend at least the following technical setup for an optimal learning experience:

- A **modern, up-to-date web browser** (Google Chrome or Mozilla Firefox are recommended; note that some course features may not function correctly on older browsers or certain versions of Safari).
- A **reliable, high-speed internet connection** that can support streaming video and live webinars without interruption.
- Ability to **enable pop-up windows and session cookies** in your browser, as the learning platform may use these for course content and interactive features.
- Audio/Video capabilities (sound output, microphone, and webcam) for participating in any interactive sessions or webinars.
- A suitable device (desktop or laptop computer recommended) with updated operating system and sufficient processing power to run the online platform and view multimedia content.

These requirements may be updated as technology or course platforms evolve. We will notify you of any significant changes to technical requirements if they occur during your enrolment. It is your responsibility to ensure you meet these requirements; the Provider is not liable for your inability to access course content due to inadequate technology on your side.

10. Course Description and Changes to the Course

The Provider will deliver the Course **substantially as described** in our official brochures, website, and informational materials provided to you at the time of enrolment. This includes the overall content outline, the intended learning outcomes, and the mode of delivery (primarily online with scheduled practical sessions). **Course joining instructions** (provided

before the start date) will outline details such as the schedule, assessment methods, and any conditions for how certificates will be issued upon completion.

Changes to Course Details: While we strive to avoid alterations, **we reserve the right to make modifications to the Course content, schedule, delivery method, location of any in-person sessions, faculty (instructors), or the timetable** if such changes are necessary for academic, logistical, or legal reasons. For example, adjustments might be required to improve the curriculum, accommodate an instructor's availability, update materials, or comply with new accreditation standards or public health guidelines.

- If we make a change that **significantly affects the core value or nature of the Course** you signed up for (for instance, a change of the start date, a major change in content scope, or cancellation of a critical component like the clinical skills days), we will notify you as soon as possible. If you are **unhappy with a significant change**, you may cancel your place and **receive a full refund of fees paid**.
- Minor or less significant changes (such as adjustments to module sequencing, substitution of faculty members, or slight changes in course timing that do not affect the overall duration or outcomes) will not normally entitle you to a refund on their own. If you choose to withdraw in response to such minor changes, our standard cancellation policy in Section 1 will apply.

The Provider will endeavor to communicate any changes in a timely manner via the contact details you have provided. It is important that you keep your contact information up to date and check for communications from us (see Section 12 on Communications).

11. Accreditation and Certification

Accreditation Aim: This Course is designed to meet the educational requirements for **accreditation by the Royal College of Surgeons of Edinburgh (RCSEd), Faculty of Dental Surgery**. We have sought RCSEd's review and **accreditation approval** for the Postgraduate Certificate in Oral Surgery, but note that **final accreditation is subject to RCSEd's independent processes and criteria** and is not guaranteed at the time of your enrolment unless explicitly confirmed. Any advertised accreditation status is based on the latest information available.

If RCSEd imposes any conditions or changes as part of their accreditation process (either before or during the Course), we will inform you of any impact on the Course.

Certification: Upon successful completion of all required modules, assessments, and portfolio elements of the Course (and provided all fees are paid), you will be awarded the **Postgraduate Certificate in Oral Surgery** by the Provider. Details on the criteria for successful completion (e.g., passing scores, completion of clinical logbook cases, etc.) are provided in the course handbook or will be communicated to you at the start of the Course.

Professional Recognition and Limitations: Successful completion of the Course **alone does not guarantee** any particular professional qualification or right. In particular, **graduating from this Course does not automatically confer:**

- **RCSEd Accreditation or Membership:** While the Course may be accredited by RCSEd as a high-quality educational programme, you will **not automatically become a member or Fellow of RCSEd**, nor receive any qualification *from RCSEd*, simply by completing this Course. Any **formal recognition by RCSEd** (such as a diploma or certificate of accreditation) may require you to fulfill additional criteria or assessments set by RCSEd outside of this Course.
- **Level 2 Oral Surgery Performer Status:** Achieving a recognized **Level 2 Oral Surgery accreditation** (for performing higher-level procedures in NHS practice) typically requires **two components: (1) the academic component** (which this Course provides) **and (2) a practical component**, such as a **verified surgical logbook/portfolio of evidence of clinical experience** obtained in practice. This Course will support you in developing your portfolio, but **you are responsible for completing any required clinical experience separately**. Completion of this Course by itself does not guarantee that you will be awarded Level 2 performer status, as that is conferred by the relevant regulatory or commissioning bodies upon meeting **both** the academic and practical requirements.
- **Admission to Specialty Training or Employment:** This Course is intended to enhance your skills and may strengthen future applications, but it does not guarantee acceptance into any specialist training programme, nor does it ensure promotion or employment in any specific role.

It is **your responsibility** to ensure that this Course meets any particular **professional, academic, or regulatory requirements** you aim to fulfill (for example, if you plan to count the Certificate

toward a diploma or use it in a professional accreditation portfolio). If you are uncertain, we recommend checking with the relevant governing or accrediting body **before enrolling**. The Provider shall not be held liable if the Course does not meet a specific requirement of a third-party institution or accrediting body, except where we have explicitly stated such alignment in writing.

12. Communications

By enrolling in the Course, you consent to receive **communications from the Provider by electronic means**, including email and through the online learning platform. We will primarily use the email address and other contact details you provide us for all Course-related communications, such as confirmations, updates, instructional materials, invoices, and any changes to the Course arrangements. Please ensure that you **provide a current email address** and promptly notify us of any changes to your contact information.

If you need to contact us for any reason (including questions about the Course, payment issues, or to give notices such as cancellation requests), please email [Provider's contact email] or call [Provider's contact phone number] during business hours. Important communications should be made in writing (email is acceptable) so that we have a record of your request.

13. Events Outside Our Control (Force Majeure)

The Provider will not be liable for any delay or failure to fulfill its obligations under these Terms if such delay or failure is caused by an **event outside our control**. An "event outside our control" means any circumstance beyond the reasonable control of the Provider, including but not limited to **natural disasters** (e.g. flood, earthquake), **fire, war or civil unrest, terrorist attack or threat, epidemic or public health emergency, strikes or other industrial action, or failure of electrical, internet, or other utility services**.

If such an event affects the running of the Course, we will endeavor to inform you as soon as possible and take reasonable steps to minimize disruption (for example, by rescheduling sessions or moving content online if feasible). However, there may be delays or adjustments to the Course schedule and format in these situations. No refunds or compensation will be provided for modifications or interruptions resulting from events outside our control, **provided that** we make reasonable efforts to deliver the Course (or a modified version of it) once the

disruptive event is resolved. If an event outside our control forces us to cancel the Course entirely, Section 2.1 (Provider cancellation) will apply regarding refunds.

We also strive to keep our online platform and content accessible at all times. However, there may be occasional downtime for **maintenance or technical issues**. We will attempt to schedule maintenance during low-usage periods and give advance notice when possible. The Provider is not liable for technical issues or interruptions in service that are beyond our control, but if you encounter technical difficulties, please contact support for assistance and we will do our best to help you resume access.

14. Data Protection and Privacy

By enrolling in the Course, you acknowledge that the Provider will need to collect, process, and store certain **personal data** about you. This information includes, for example, your contact details, professional credentials, payment information, and records of your coursework and assessments. We will handle your personal information in accordance with applicable data protection laws (such as the UK General Data Protection Regulation and Data Protection Act 2018). Your data will be used for purposes related to **providing and administering the Course**, such as registering you for the Course, processing payments, tracking your progress and assessment results, issuing certificates, and verifying attendance. We may also process your information for other legitimate purposes including **academic review, quality assurance, accreditation processes, research and statistical analysis**, and where required, to comply with legal or regulatory obligations (e.g. health and safety, reporting to professional bodies).

We will not share your personal data with third parties except as necessary for the above purposes or as described in our **Privacy Policy** (e.g. sharing your completion status with RCSEd for accreditation verification, or using third-party service providers for our e-learning platform and payment processing, who will handle data under strict confidentiality).

By accepting these Terms, **you consent to our collection and use of your personal data** as outlined above. For further details on how we protect your privacy, including your rights to access or correct your data, please refer to our full **Privacy Policy** (available on our website) or contact us.

15. Limitation of Liability

The Provider will **take reasonable care and skill** in delivering the Course, but our liability to you is limited as set out in this section:

- **No Indirect or Consequential Liability:** We are **not liable for any indirect or consequential losses** you may suffer as a result of enrolling in or completing the Course. In particular, the Provider is not responsible for **loss of income, earnings, or business opportunities** (for example, if you expected a promotion or new job as a result of this qualification and it does not materialize, or if you lose income due to time taken to attend the Course). We also do not accept liability for any costs incurred by you in anticipation of the Course that become losses due to a cancellation or change (such as non-refundable travel or accommodation bookings; see Section 2.1 recommending insurance). Additionally, we are not responsible for any loss, damage or theft of personal property you bring to any in-person training sessions (e.g. laptops, mobile devices, dental instruments, etc.).
- **Cap on Direct Losses:** Except for any liability that cannot be limited or excluded by law (such as for personal injury caused by our negligence, or fraud), the **maximum total liability** of the Provider to you for any claims arising out of or relating to these Terms or the Course (whether in contract, tort, or otherwise) is **limited to the total amount of Course fees you have paid**. This means that if you suffer any direct loss or damage due to something the Provider has done wrong, we will not be responsible for more than the value of the fees paid for your participation in the Course.

Nothing in these Terms seeks to exclude or limit liability that cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, or for fraudulent misrepresentation. However, in the absence of any negligence or breach of duty on our part, your use of the skills and knowledge gained from the Course is at your own risk, and the Provider is not liable for the outcomes of any professional activities you undertake after the Course.

16. Changes to these Terms and Conditions

The Provider may revise or update these Terms and Conditions from time to time to reflect changes in **applicable laws or regulations, accreditation requirements**, or to improve the

delivery of the Course and our services. Any significant changes will be communicated to you (for example, by email or via our website). If you are already enrolled when a change is made, we will normally continue to apply the version of the Terms that were in effect at the time of your enrolment, unless the change is required by law or you consent to the updated Terms. No modification to these Terms and Conditions shall be valid unless officially made by the Provider as described above. Any special arrangement or waiver of these Terms for an individual candidate must be confirmed **in writing by the Provider** to be effective. This is to ensure clarity and consistency in our agreements with all candidates.

17. Governing Law and Jurisdiction

These Terms and Conditions, and any contract formed under them, are governed by the laws of England and Wales. Both you and the Provider agree that any disputes or legal proceedings related to the Course or these Terms will be subject to the exclusive jurisdiction of the courts of England and Wales. If you reside outside of England and Wales, you are still agreeing to this jurisdiction clause by enrolling in the Course.

18. Complaints and Contact Details

If you have any **complaints or concerns** about the Course or the Provider's services, or if you require assistance, please contact us so that we can address the issue. We take feedback seriously and aim to resolve any complaints promptly and fairly.

To raise a complaint or ask questions about these Terms and Conditions, you can reach us by:

Email: contact@theschooloforalsurgery.com

Please include your full name and details of the issue. We will acknowledge receipt of a written complaint within 10 working days and will provide a substantive response or resolution within 28 days. If you are not satisfied with our response, we will advise you on any further steps.

By enrolling in the Postgraduate Certificate in Oral Surgery and paying the required fees, you confirm that you have read, understood, and accepted these Terms and Conditions in their entirety. These Terms constitute the entire agreement between you and the Provider regarding the Course. Any prior representations or promises (whether oral or written) are superseded by these Terms.