



Take Your Time DELTA Terms and Conditions

Contents

1. Definitions.....	4
1.1. Course	4
1.2. Course participant.....	4
1.3. Cohort	4
1.4. Group	4
1.5. Working day	4
2. Take Your Time DELTA course fees and payments	5
2.1. Fees and costs	5
2.2. Discounts.....	6
2.3. Currency of payments.....	6
2.4. Accepted payment methods.....	7
2.5. Payment plans.....	8
2.5.1. One instalment.....	8
2.5.2. Two instalments.....	9
2.5.3. Monthly instalments for DELTA Module 1 or DELTA Module 3 courses.....	10
2.5.4. Monthly instalments for methodology courses.....	11
2.5.5. Payment references	11
2.5.6. Early payment of instalments	11
2.6. Late payments and non-payment.....	12
2.6.1. Requesting approval for a late payment.....	12
2.6.2. Unapproved late payment of one monthly instalment	12
2.6.3. Repeated late payment of monthly instalments	12
2.6.4. Non-payment of instalments	12
2.7. Overpayments.....	12
3. Application process.....	13
4. Group sizes.....	14



4.1. Minimum and maximum group sizes.....	14
4.2. Group size requirements not met.....	14
4.3. Refunds if group size requirements are not met.....	15
4.3.1. Refunds for DELTA Module 1 or DELTA Module 3 courses if group size requirements are not met.....	15
4.3.2. Refunds for methodology courses if group size requirements are not met.....	16
5. Joining groups after the course start date.....	17
6. Bespoke groups.....	17
7. Changing groups or cohorts.....	18
7.1. Changing groups within the same cohort.....	18
7.2. Requesting a cohort move.....	18
7.3. First cohort move fees.....	18
7.4. Additional cohort move fees.....	19
7.5. Flexible payment plans when moving cohorts.....	19
7.5.1. Two instalments when moving cohorts.....	19
7.5.2. Monthly instalments when moving cohorts.....	20
7.6. Payment due date for cohort move fees.....	20
7.7. Exceptional circumstances.....	21
7.8. Moving between courses.....	21
8. Postponing your application.....	22
8.1. Postponing your application to a later course.....	22
8.2. Flexible payment plans when postponing applications.....	22
8.2.1. Two instalments.....	22
8.2.2. Monthly instalments.....	22
9. Withdrawing from a course.....	23
9.1. Withdrawing from a Take Your Time DELTA course before the course starts.....	23
9.2. Refunds when withdrawing before the course start date.....	23
9.3. Withdrawing from a Take Your Time DELTA course during a course.....	24
9.4. Refunds when withdrawing during a course.....	24



9.5. Implied course withdrawal	25
9.6. Appealing against implied course withdrawal	25
10. Access to resources.....	26
10.1. Gaining access to resources.....	26
10.2. Access to resources after the course	27
10.3. Access to resources when moving cohorts.....	27
10.4. Access to resources when withdrawing from the course.....	27
10.5. Ownership of resources	27
11. What Take Your Time DELTA expects of course participants	28
11.1. Attendance.....	28
11.2. Attendance warnings	29
11.3. Time zones and clock changes	29
11.4. Participation.....	30
11.5. Recordings.....	30
11.6. Module 1 course completion	30
11.7. Module 3 course completion	30
11.8. Methodology course completion.....	31
12. What course participants can expect from Take Your Time DELTA	32
12.1. Trainers	32
12.2. Materials	32
12.3. Written feedback	32
12.4. Monitoring	33
12.5. Receptiveness to feedback	33
13. Pass guarantee for Module 1 and Module 3	34
13.1. Support after a Module 1 Fail	34
13.2. Support after a Module 3 Referral.....	34
14. Complaints procedure	35



1. Definitions

1.1. Course

A course is either:

- Take Your Time DELTA Module 1
- Take Your Time DELTA Module 3 ELT Specialism
- Take Your Time DELTA Module 3 ELT Management
- Take Your Time DELTA Methodology

Courses run from:

- September to May (Module 1, Module 3 ELT Specialism, Module 3 ELT Management)
- October to June (Methodology)
- March to November (Module 1, Module 3 ELT Specialism, Module 3 ELT Management)
- April to December (Methodology)

1.2. Course participant

A course participant is a single person who has joined a Take Your Time DELTA course, as defined in [Section 1.1](#), and who meets the attendance requirements laid out in [Section 11.1](#).

1.3. Cohort

A cohort is all of the groups starting and finishing their course at the same time, for example all groups studying from September 2026 to May 2027.

1.4. Group

A group is between two and ten course participants working with a single trainer on a single course, meeting on a set day of the week at a set time.

1.5. Working day

A working day is defined as Monday to Friday, 09:00-17:00 UK time.

Take Your Time DELTA is closed for two weeks over the Christmas and New Year period, on UK bank holidays and during the IATEFL annual conference.

The last two weeks of May and the last two weeks of November are working days, but these are dedicated to marking for the June / December exam / assignment submission dates, so there may be some delay in replying to you during these periods.



2. Take Your Time DELTA course fees and payments

2.1. Fees and costs

Take Your Time DELTA Module 1 and 3 course fees (until October 2028): 640 GBP per course.

Take Your Time DELTA Methodology course fees (until October 2028): 560 GBP per course (500 GBP for beta participants on April to December 2026 course)

- Your place on the course is provisional until we have received your (first) payment. Your (first) payment is due within 14 days of the invoice being issued and must have cleared into a Take Your Time DELTA bank account before you can join the course.
- We offer [discounts](#) and a choice of [three different payment plans](#). We [accept different payment methods](#). Your choice of payment plan and payment method may add administrative fees to the cost of your course.
- Take Your Time DELTA course fees **do not** include the costs of registering for the Module 1 exam or submitting the Module 3 assignment.
- Module 1: We provide materials for live sessions and homework plus three full mock exams at no extra charge. You may choose to purchase some additional books throughout the course at your own expense.
- Module 1: The exam must be taken at a designated Cambridge centre. You may need to factor in travel and accommodation costs to take the exam. These are not included in the Take Your Time DELTA course fee.
- Module 3: We provide materials for live sessions and some background reading, but you will need to buy some books to make the most of the course. The cost of these books and delivery costs are not included in the course fee.
- Methodology: We provide materials for live sessions and homework. You may choose to purchase some additional books throughout the course at your own expense.



2.2. Discounts

We offer two discounts on Take Your Time DELTA courses. These discounts can be combined.

- Returning client discount: 50 GBP discount for second module (Module 1 / Module 3 only)
- Early bird discount: 40 GBP (all courses)
 - The early bird discount is available for those whose applications are complete (see [Section 3](#)) and who make their (first) payment by 24 July for a September course start or by 24 January for a March course start.
 - Clients who pay in a single instalment will be invoiced an additional £40 if a payment with an early bird discount does not clear by 24 July / 24 January.
 - Clients on [flexible payment plans](#) whose first payment does not clear by 24 July / 24 January will have their final invoice reissued without the early bird discount.

For example, Lorelie applies for a March 2027 Module 1 course. Her application is completed on 20 January 2026, so she gets the early bird discount of £40. She pays in one instalment from a UK bank account, making the total cost £600, payable by 31 January 2027 for the discount to apply.

After completing Module 1 successfully, Lorelie applies for a March 2028 Module 3 course. She completes her application on 20 February 2027, so the fee is £640. She gets a returning client discount and she pays in one instalment from a UK bank account. She pays £590 for the Module 3 course, payable by the start date of the course as it is less than 14 days until the course begins.

2.3. Currency of payments

All payments must be made in pounds sterling (GBP). You will be invoiced for exchange fees if these are charged to Take Your Time DELTA.



2.4. Accepted payment methods

The following payment methods are accepted:

#	From (your money)	To (TYTD account)	Administrative fee*	Notes
1	UK bank account	UK bank account	Free	Only available if you have a UK bank account
2	Wise account	Wise account	Free	Preferred for international payments Change money from your currency to GBP first (here's how)
3	Revolut account	Revolut account	Free	Change money from your currency to GBP first (here's how)
4	International bank account	Wise account via SWIFT transfer	£2.50	Your bank may also charge fees for this transfer – you must pay these fees yourself Allow 5 working days for payment to clear
5	Credit card	Wise account	£17.50	Allow 3 working days for payment to clear
6	PayPal (GBP)	PayPal (GBP)	Free	Change money from your currency to GBP first (here's how)
7	PayPal (your currency)	PayPal (GBP)	£27	
8	Western Union (your country)	Western Union (UK)	£25	

*Administrative fees will be added to your first instalment if you are on a [flexible payment plan](#).

Relevant account details will be made available with your invoice(s).

2.5. Payment plans

You can choose to pay for Take Your Time DELTA courses in [one instalment](#), [two instalments](#) or [monthly instalments](#).

2.5.1. One instalment

Instalment	% of course fee	Administrative fee	Payable by
One instalment	100%	Free	Whichever is earlier: <ul style="list-style-type: none"> • 14 days after invoice issued • Early bird deadline (if early bird discount applied) • Start of course

For example, Charlie decides to pay for their Module 1 course in one instalment. Their application is completed in early February 2027 ready for a March 2027 start, so they pay the full course fee. They choose payment method 4 (international bank account to Wise account via SWIFT transfer), so there will be an administrative fee of £2.50. Their payment will be:

- £640 (full course fee)
- + £2.50 (payment fee)
- = £642.50 due 14 days after invoice issued

2.5.2. Two instalments

Instalment	% of course fee	Administrative fee	Payable by
Instalment 1	50%	20 GBP (plus applicable payment plan fees)	Whichever is earlier: <ul style="list-style-type: none"> • 14 days after invoice issued • Early bird deadline (if early bird discount applied) • Start of course
Instalment 2	50% (minus applicable discounts)	No fee	4 January (Sept-May courses) 4 July (Mar-Nov courses)

For example, Ahmed decides to pay for his Module 3 course in two instalments. His application is completed on 7 January 2027 ready for a March 2027 start, so he gets the early bird discount of £40. He chooses payment method 5 (credit card to Wise account), so there will be an additional fee of £17.50. His two instalments will be:

- Instalment 1:
 - £320 (50% of course fee)
 - + £20 (administrative fee for two instalments)
 - + £17.50 (credit card fee)
 - = £357.50 due by 24 January 2027 for early bird discount to apply
- Instalment 2:
 - £320 (50% of course fee)
 - £40 (early bird discount)
 - = £280 due by 4 July 2027

2.5.3. Monthly instalments for DELTA Module 1 or DELTA Module 3 courses

Instalment	Amount	Administrative fee	Payable before
Instalment 1	72 GBP	25 GBP	Whichever is earlier: <ul style="list-style-type: none"> • 14 days after invoice issued • Early bird deadline (if early bird discount applied) • Start of course
Instalments 2–9	71 GBP*	No fee	Day 4 of each month

* Returning client discounts will be subtracted from instalment 8. Early bird discounts will be subtracted from instalment 9.

The full balance of your payment must be made before the final session for your group.

For example, Anna is a returning client who has already completed Module 1, so she gets the returning client discount of £50. She completes the application for her Module 3 course in June 2027 ready for a September 2027 start, so she gets the early bird discount of £40. She chooses payment method 2 (Wise account to Wise account) so there is no administrative fee. Her monthly instalments will be:

- Instalment 1:
£72 (first payment)
+ £25 (administrative fee for monthly instalments)
= £97 due by 24 July 2026 for early bird discount to apply
- Instalments 2-7:
£71 due by 4th of each month (4 September 2027 to 4 February 2028)
- Instalment 8:
£71
- £50 (returning client discount)
= £21 due by 4 March 2027
- Instalment 9:
£71
- £40 (early bird discount)
= £31 due by 4 April 2027

2.5.4. Monthly instalments for methodology courses

Instalment	Amount	Administrative fee	Payable before
Instalment 1	70 GBP	25 GBP	Whichever is earlier: <ul style="list-style-type: none"> • 14 days after invoice issued • Early bird deadline (if early bird discount applied) • Start of course
Instalments 2–8	70 GBP*	No fee	Day 4 of each month

* Early bird discounts will be subtracted from instalment 8.

The full balance of your payment must be made before the final session for your group.

For example, Mohammed completes the application for his methodology course in June 2027 ready for an October 2027 start, so he gets the early bird discount of £40. He chooses payment method 8 (Western Union) so there is a £25 administrative fee. His monthly instalments will be:

- Instalment 1:
£70 (first payment)
+ £25 (administrative fee for monthly instalments)
+ £25 (Western Union fee)
= £120 due by 24 July 2026 for early bird discount to apply
- Instalments 2-7:
£70 due by 4th of each month (4 September 2027 to 4 February 2028)
- Instalment 8:
£70
- £40 (early bird discount)
= £30 due by 4 March 2027

2.5.5. Payment references

All payments must include the invoice number in the payment reference, for example 'Invoice 1325'. This is especially important if you choose to make payments early.

2.5.6. Early payment of instalments

You can pay instalments on a flexible payment plan at any time you choose, providing all invoice numbers are included in the payment reference (see [Section 2.5.4](#)). There will be no refunds of administrative fees for early repayment.



2.6. Late payments and non-payment

2.6.1. Requesting approval for a late payment

Late payments may be approved if you have a problem with cashflow beyond your control, such as a national holiday in your country delaying payment of your salary into your bank account. To arrange approval for a late payment, contact sandy@takeyourtimedelta.com at least 3 working days before the payment due date. Consent for late payment will be at the discretion of Take Your Time DELTA.

2.6.2. Unapproved late payment of one monthly instalment

If one monthly instalment is late or unpaid without prior arrangement, we reserve the right to deny you access to the following Zoom session(s) and remove your access to course resources as laid out in Section 10.1 until the payment has been made.

2.6.3. Repeated late payment of monthly instalments

If two monthly instalments are paid late (on or after day 5 of the month) without prior arrangement, you will be invoiced a late fee of 10 GBP to be added to your next payment. If this late fee is not paid, we reserve the right to remove you from the Take Your Time DELTA course and remove your access to course resources as laid out in Section 10.1 until payment of the late fee has been made.

2.6.4. Non-payment of instalments

If payments are not made as follows:

- two monthly instalments remain unpaid by day 20 of the second month without prior arrangement,
- Instalment 2 of a two-instalment plan is unpaid by day 20 of the month without prior arrangement,

we reserve the right to permanently remove you from the Take Your Time DELTA course and remove your access to course resources as laid out in Section 10.1. You will be considered to have withdrawn from the course. No refunds will be given and you will have to restart your application from the beginning if you would like to join another Take Your Time DELTA course in future.

2.7. Overpayments

There will be no refunds for overpayments, so please check that the correct amount in GBP (British pounds sterling) will be received by Take Your Time DELTA.



3. Application process

To be accepted on the course you must:

- Complete the application form.
- Complete a pre-course task form to the required standard. This will be sent to you within 5 [working days](#) after you submit the application form and should be completed within 21 days of receipt of the task.
- Attend an interview with a trainer. This should be arranged within 21 days of receipt of the pre-course task. The final interviews for each group will happen when the group has 9 confirmed participants (the final interview is for the 10th participant) or in the week between Session 2 and Session 3 for late joiners (see [Section 5](#)).
- Sign a contract agreeing to be bound by the Take Your Time DELTA terms and conditions laid out in this document. Contracts must be returned before access to resources (see [Section 10](#)) will be given.
- Make your full payment (one instalment plan) or your first payment (two instalment plan or monthly instalment plan).

4. Group sizes

4.1. Minimum and maximum group sizes

Each group needs a minimum of two course participants to be opened. There will be a maximum of ten course participants in any group.

4.2. Group size requirements not met

If you have completed your application for a group in which you are the only course participant by the course start date or other participants leave the course and you become the only course participant, you will have the following options:

1. Join an alternative group in the same cohort at no extra cost, if a space is available.
2. Join a later cohort at no extra cost. Any remaining instalments you owe on a two instalment or monthly instalment payment plan will continue to be due on the same schedule. This will count as a cohort move for the purposes of access to resources (see [Section 10](#)).
3. If you are paying in one or two instalments and do not choose Option 1 or Option 2, receive a proportionate refund as laid out in Section 4.3. This will count as withdrawing from a course for the purposes of access to resources (see [Section 10](#)). You will need to pay for the course in full if you choose to join another cohort in future.
4. If you are paying in monthly instalments and do not choose Option 1 or Option 2, a credit note will be issued and your remaining monthly invoices will be cancelled at no extra cost. This will count as withdrawing from a course for the purposes of access to resources (see [Section 10](#)). You will need to pay for the course in full if you choose to join another cohort in future.

4.3. Refunds if group size requirements are not met

4.3.1. Refunds for DELTA Module 1 or DELTA Module 3 courses if group size requirements are not met

The following table lays out refunds for Take Your Time DELTA Module 1 or DELTA Module 3 ELT Specialism or ELT Management courses if your group drops below the minimum group size and you choose Option 3 or Option 4 from Section 4.2. The months given are the first full month after your group size drops.

September course start	March course start	Refund for one instalment plan	Refund for two instalment plan
September (start of course)	March (start of course)	Full refund minus administrative fees	Instalment 1 refund minus administrative fees
October	April	497 GBP	213 GBP + Instalment 2 invoice cancelled (no extra cost)
November	May	426 GBP	142 GBP + Instalment 2 invoice cancelled (no extra cost)
December	June	355 GBP	71 GBP + Instalment 2 invoice cancelled (no extra cost)
January	July	284 GBP	Instalment 2 invoice cancelled (no extra cost)
February	August	213 GBP	213 GBP
March	September	142 GBP	142 GBP
April	October	71 GBP	71 GBP

For example, Eugenio starts a Module 3 ELT Management course in September. In February, he becomes the only course participant in his group and he chooses Option 3 from Section 4.2. He paid in two instalments. He receives the refund in the March row, the first month after his group size dropped to only one participant: £142 will be refunded to him.

4.3.2. Refunds for methodology courses if group size requirements are not met

The following table lays out refunds for Take Your Time DELTA methodology courses if your group drops below the minimum group size and you choose Option 3 or Option 4 from Section 4.2. The months given are the first full month after your group size drops.

October course start	April course start	Refund for one instalment plan	Refund for two instalment plan
October (start of course)	April (start of course)	Full refund minus administrative fees	Instalment 1 refund minus administrative fees
November	May	490 GBP	210 GBP + Instalment 2 invoice cancelled (no extra cost)
December	June	420 GBP	140 GBP + Instalment 2 invoice cancelled (no extra cost)
January	July	350 GBP	70 GBP + Instalment 2 invoice cancelled (no extra cost)
February	August	280 GBP	Instalment 2 invoice cancelled (no extra cost)
March	September	210 GBP	210 GBP
April	October	140 GBP	140 GBP
May	November	70 GBP	70 GBP

For example, Eugenio starts a Module 3 ELT Management course in September. In February, he becomes the only course participant in his group and he chooses Option 3 from Section 4.2. He paid in two instalments. He receives the refund in the March row, the first month after his group size dropped to only one participant: £142 will be refunded to him.



5. Joining groups after the course start date

At the discretion of Take Your Time DELTA, you may be able to join a group up to four sessions after the course start date if there are still spaces available. You will be expected to catch up on the recordings and missed work for all sessions you missed.

6. Bespoke groups

To set up a bespoke group (minimum 4 participants), please contact sandy@takeyourtimedelta.com. This will depend on trainer availability.

The minimum fee for a bespoke group is 3500 GBP.

Discounts may be applied on a case-by-case basis.



7. Changing groups or cohorts

7.1. Changing groups within the same cohort

If there is a space available, you can move groups within the same cohort for no extra charge.

7.2. Requesting a cohort move

You can move to a later cohort if you are unable to complete the course you originally joined.

Cohort moves will be subject to maximum group sizes, as laid out in [Section 4.1](#).

You can request a cohort move at any time during your course. You can also complete a course, choose not to take the Module 1 exam or submit the Module 3 assignment and join a later cohort to complete all or part of the course again – this will also be classed as a cohort move.

To request a cohort move, contact Sandy on sandy@takeyourtimedelta.com to arrange a meeting and discuss your options. Sandy will reply to your request within 5 working days.

All cohort moves require additional fees to be paid, as laid out in Sections 7.3-7.6 below.

7.3. First cohort move fees

Fees for your first cohort move will be charged according to the month you join the new cohort:

Module 1, Module 3		Methodology		Cohort move fee charged
September start	March start	October start	April start	
September, October	March, April	October, November	April, May	310 GBP
November, December, January	May, June, July	December, January, February	June, July, August	225 GBP
February, March, April	August, September, October	March, April, May	September, October, November	150 GBP
May	November	June	December	100 GBP

For example, Istvan starts his course in September 2026. He takes on too much work and in November 2026, he realises he cannot manage the DELTA workload. He requests a cohort move, following the steps in Section 7.2.

Istvan decides to join the March 2027 cohort and chooses to start the course in May 2027 as he took detailed notes in the first few sessions of his original course. This is his first cohort move.

He pays a cohort move fee of £225, due 7 days before his agreed start date in May 2027.

7.4. Additional cohort move fees

There is an additional charge of 50 GBP for changing cohort a second time. This will be in addition to the relevant fee from Section 7.3.

There is an additional charge of 75 GBP for changing cohort a third time. This will be in addition to the relevant fee from Section 7.3.

7.5. Flexible payment plans when moving cohorts

7.5.1. Two instalments when moving cohorts

You have the following options if you move cohorts and Instalment 2 is outstanding:

1. Pay Instalment 2 on the original schedule (no extra cost):
 - When you confirm the new cohort you would like to move to, you will receive an invoice for your cohort move fee only to be paid before you can join the new cohort.
2. Cancel Instalment 2:
 - Take Your Time DELTA will issue a credit note for the outstanding invoice.
 - When you confirm the new cohort you would like to move to, you will receive one invoice for:
 - The balance of Instalment 2
 - + Your cohort move fee
 - + A 25 GBP administrative fee for reissuing invoices.

7.5.2. Monthly instalments when moving cohorts

You have the following options if you move cohorts and monthly instalments are outstanding:

1. Continue to pay the remaining instalments on the original schedule (no extra cost):
 - When you confirm the new cohort you would like to move to, you will receive an invoice for your cohort move fee only to be paid before you can join the new cohort.
2. Cancel the remaining instalments and pay them when moving cohorts:
 - Take Your Time DELTA will issue a credit note for the outstanding invoices.
 - When you confirm the new cohort you would like to move to, you will receive new invoices for each of your monthly instalments, plus one extra invoice for:
 - Your cohort move fee
 - + A 25 GBP administrative fee for reissuing invoices.
 - The full balance of your payment must be made before the final session for your group.

7.6. Payment due date for cohort move fees

Cohort move fees must have cleared into a Take Your Time DELTA account by 7 days before the date you wish to join the course.

If you choose Option 2 in Section 7.5.1. or Section 7.5.2. and the total amount of the cohort move fee plus administration fee is not possible for you to make in a single payment, please discuss possible payment options with Sandy at sandy@takeyourtimedelta.com.

For example, Maria starts a Module 3 ELT management course in March 2027. In June 2027, she realises she can't fit the course around the new job she has just started. She moves to the September 2027 cohort instead. So far, she has paid four of her nine monthly instalments (March, April, May, June). She asks to cancel her current monthly payment plan and restart the course and her payments in September 2027. These are her new payments:

- Because she is starting the September 2027 course from the beginning, the cohort move fee is £310. She asks to split this into three payments. In August 2027, she secures her place in the September cohort by paying:
£104 (one third of the cohort move fee)
+ £25 (reissuing invoices fee)
= £129
- In September and October 2027, she pays £103 per month to pay off the balance of the cohort move fee.

- She makes five more normal monthly payments (November, December, January, February, March) to pay off the balance of the course fee.

7.7. Exceptional circumstances

In certain exceptional circumstances (including but not limited to bereavement or the onset of severe medical conditions) participants can request to move to a later course with no cohort move fee, though the 25 GBP administrative fee for reissuing invoices will still be charged if you choose Option 2 from 7.5.1. or 7.5.2.

7.8. Moving between courses

It is not possible to use the cohort move process to move between courses for different modules or to move between a course for Module 1/Module 3 and the methodology course.

For example, Erica starts Module 1 in March 2027 but withdraws from the course and decides to start the Methodology course in October 2027. She needs to complete the application process again and pay the full fee for the Methodology course.

8. Postponing your application

8.1. Postponing your application to a later course

If your course start date has not passed, you can move your application and any fees already paid to a later cohort start date at no extra cost.

For example, Chin signs up for a September 2027 Module 3 ELT Specialism course. He completes his application in June 2027 and pays the full course fee. In August 2027, he gets his Module 1 results and discovers he has failed. He decides to retake the Module 1 exam in December 2027. He postpones his Module 3 ELT Specialism start date to March 2028 at no extra cost.

8.2. Flexible payment plans when postponing applications

8.2.1. Two instalments

You have the following options if you postpone your course start date and Instalment 2 is outstanding:

1. Pay Instalment 2 on the original schedule (no extra cost).
2. Cancel Instalment 2:
 - Take Your Time DELTA will issue a credit note for the outstanding invoice.
 - When you confirm the new start date you would like to move to, you will receive one invoice for:
 - The balance of Instalment 2
 - + A 25 GBP administrative fee for reissuing invoices.

8.2.2. Monthly instalments

You have the following options if you postpone your course start date and monthly instalments are outstanding:

1. Continue to pay the remaining instalments on the original schedule (no extra cost).
2. Cancel the remaining instalments and start paying again when your new course starts:
 - Take Your Time DELTA will issue a credit note for the outstanding invoices.
 - When you confirm the new start date you would like to move to, you will receive new invoices for each of your monthly instalments. The first of the new monthly invoices will also include a 25 GBP administrative fee for reissuing invoices.



9. Withdrawing from a course

9.1. Withdrawing from a Take Your Time DELTA course before the course starts

If you have completed the application process (see [Section 3](#)), you may request to withdraw before a course starts by emailing sandy@takeyourtimedelta.com. For the purpose of course withdrawals, course start dates are considered to be:

- 1 September for September to May courses;
- 1 October for October to June courses;
- 1 March for March to November courses;
- 1 April for April to December courses.

You will be offered the option to postpone your application to a later start date (see [Section 8](#)). If you still choose to withdraw, you will receive a refund as laid out in [Section 9.2](#).

If you choose to withdraw, you will need to restart your application and pay in full if you would like to join a later cohort or another course. Your data will be removed from our systems. You will not be eligible for cohort move fees.

9.2. Refunds when withdrawing before the course start date

A 50 GBP administrative fee will be deducted from any payment towards course fees which you have made to Take Your Time DELTA. Administrative fees for payment plans or payment methods will not be counted towards refunds. Any bank fees will be deducted from your refund.

Any remaining money paid to Take Your Time DELTA will be refunded as follows:

Withdrawal request sent by (September courses)	Withdrawal request sent by (October courses)	Withdrawal request sent by (March courses)	Withdrawal request sent by (April courses)	Refund (after deduction of administrative fees)
1 August	1 September	1 February	1 March	Full refund
16 August	16 September	16 February	16 March	60% refund
1 September	1 October	1 March	1 April	40% refund

For example, Anita completes her application for the September 2027 Module 1 course start date.

She chooses to pay in two instalments and makes her first payment by 24 July 2027:

£320 (50% of course fee)



+ £20 (administrative fee for two instalments)

= £340

On 12 August 2027, Anita emails to request a withdrawal from the course before it starts. She paid £320 towards course fees. A £50 administrative fee is deducted from this amount, leaving £270. She is eligible for a 60% refund, meaning she is refunded £162.

9.3. Withdrawing from a Take Your Time DELTA course during a course

To request a withdrawal during a course, email sandy@takeyourtimedelta.com stating your desired withdrawal date.

You will be offered the option to change groups or cohorts (see [Section 7](#)). If you still choose to withdraw, you will receive a refund as laid out in [Section 9.4](#).

If you choose to withdraw, you will need to restart your application and pay in full if you would like to join a later cohort or another course. Your data will be removed from our systems. You will not be eligible for cohort move fees.

9.4. Refunds when withdrawing during a course

A 50 GBP administrative fee will be deducted from any payment towards course fees you have made to Take Your Time DELTA. Administrative fees for payment plans or payment methods will not be counted as eligible for refunds.

Any remaining money paid to Take Your Time DELTA will be refunded as follows:

Withdrawal request sent by (September/October courses)	Withdrawal request sent by (March/April courses)	Refund (after deduction of administrative fees)
1 January	1 July	25% refund
1 March	1 September	10% refund
1 June	1 December	No refund

For example, Gabriela joins the March 2028 Module 3 ELT Specialism course. She chooses to pay in monthly instalments. She pays Instalment 1 in February 2028 to secure her place on the course:
£72 (Instalment 1)

+ £25 (administrative fee for monthly payments)

= £97.

She pays Instalments 2-7 from March to August 2028 at £71 each.

On 17 August 2027, Gabriela emails to request a withdrawal from the course. By this date, she has paid a total of £498 towards course fees (1 x £72 plus 6 x £71). A £50 administrative fee is deducted from this amount, leaving £448. She is eligible for a 10% refund, meaning she is refunded £44.80.

9.5. Implied course withdrawal

If we send attendance warnings (see [Section 11.2](#)) but you do not reply to them and you continue to be absent from sessions, you will be withdrawn from the course by Take Your Time DELTA.

We will attempt to contact you four times before we withdraw you from the course, each time via email both email and WhatsApp as described in [Section 11.2](#). We will withdraw you from the course 10 working days after we send the final attendance warning if you have not replied to it or attended a session within that time.

We will notify you via both email from sandy@takeyourtimedelta.com and WhatsApp that you have been withdrawn from the course and that you have lost access to all course resources.

You will need to restart your application and pay in full if you would like to join a later cohort or another course. Your data will be removed from our systems. You will not be eligible for cohort move fees. You will not be eligible for a refund.

9.6. Appealing against implied course withdrawal

If you reply to our withdrawal notification within 10 working days of the date it is sent or you can prove exceptional circumstances (as laid out in [Section 7.7](#)), you can appeal against course withdrawal. You will be required to arrange a meeting with our coordinator to discuss your situation. The course coordinator's decision after this meeting will be final.



10. Access to resources

10.1. Gaining access to resources

All Take Your Time DELTA resources are shared with course participants via Google Drive. They are not available for self-study. Take Your Time DELTA needs to know the email address you use to access Google Drive before the course start date in order to grant you access to our resources. Using your Google Drive email address, you will be given access to the following folders:

- A folder for your group
- A folder containing general resources for your course

You will be given the link to join the following WhatsApp groups:

- A WhatsApp group for your course group
- A WhatsApp group for your course cohort (if there are multiple groups in the cohort)

All course links, including to your group's Zoom room and to WhatsApp groups, will be emailed to you as a link to a Google Doc specific to your group. You will receive this by the following dates:

	September/October start	March/April start
Early bird registrations / Early cohort moves	10 August	10 February
Non-early bird registrations / Late cohort moves	Once a week on the first Friday after your application is completed and before the course start date	
Cohort moves after a course has started	As soon as your cohort move fee has been processed by Take Your Time DELTA	



10.2. Access to resources after the course

You will continue to have access to the Google Drive resources listed in Section 10.1 until the following dates:

- September to May groups: 16 July
- October to June groups: 16 August
- March to November groups: 16 January
- April to December groups: 16 February

On this date, your email address will be removed from the Google Drive folders and you will lose access to the course resources.

WhatsApp groups will continue to be available indefinitely. It is your choice whether you remain in them or leave them after the course has ended. If you complete your course (see [Sections 11.6, 11.7](#) and [11.8](#)), you will be invited to join a Take Your Time DELTA alumni WhatsApp group.

10.3. Access to resources when moving cohorts

If you change cohorts (see [Section 7.2](#)), your access to Google Drive resources and WhatsApp groups will be removed within 5 working days of your cohort change being processed by Take Your Time DELTA.

This removal is temporary. You will gain access to the resources again on the schedule laid out in the table in [Section 10.1](#).

10.4. Access to resources when withdrawing from the course

If you withdraw or are withdrawn from the course (see [Section 9](#)), your access to Google Drive resources and WhatsApp groups will be removed within 5 working days of your withdrawal being processed by Take Your Time DELTA. This removal is permanent.

10.5. Ownership of resources

All resources shared during the course are either the property of the named copyright holder or of Take Your Time DELTA. They should not be shared with anybody outside Take Your Time DELTA.

If Take Your Time DELTA discovers that you have shared our copyrighted resources beyond the course, your access to Google Drive resources and WhatsApp groups will be completely removed and you will be banned from joining a Take Your Time DELTA course again.

11. What Take Your Time DELTA expects of course participants

11.1. Attendance

Take Your Time DELTA has a 50% minimum attendance requirement, as follows:

Course	Minimum attendance required
All courses	5 sessions out of the first 10
Module 1	15 sessions out of 30
Module 3 ELT Specialism Module 3 ELT Management	10 sessions out of 20 (input only, co-working sessions optional)
Methodology	13 sessions out of 25

If you do not meet the 50% attendance requirement, you will be withdrawn from the course (see [Section 9.5](#)).

If you are at risk of not meeting the 50% attendance requirement, please email sandy@takeyourtimedelta.com to change groups or cohorts (see [Section 7](#)) and maintain your place on Take Your Time DELTA courses. We will send attendance warnings (see [Section 11.2](#)) to ensure you are aware if this is a risk for you.

To give you the best chance of completing the module successfully, we recommend at least 80% attendance of the live Zoom sessions during your course, as follows:

Course	Minimum attendance required
Module 1	24 sessions out of 30
Module 3 ELT Specialism Module 3 ELT Management	16 sessions out of 20 (input only, co-working sessions optional)
Methodology	20 sessions out of 25

If you know that you will not be able to attend a session, notify your trainer as soon as possible using the WhatsApp group.



11.2. Attendance warnings

Take Your Time DELTA will warn you if you miss too many sessions, as follows:

Session numbers	Number of sessions missed
1-5	3 sessions
6-15	4 sessions
16-25	5 sessions
26-30	6 sessions

All attendance warnings will be sent via email from sandy@takeyourtimedelta.com, along with a short message sent via WhatsApp to the number you used to join the WhatsApp group for your class which will ask you to check your email.

No additional attendance warnings will be sent if you miss more than this number of sessions.

If we send attendance warnings but you do not reply to them and you continue to be absent from sessions, you will be withdrawn from the course by Take Your Time DELTA (see [Section 9.5](#)).

11.3. Time zones and clock changes

All course times are set in UK times. The UK changes clocks twice a year, on the final Sunday of March and the final Sunday of October. Take Your Time DELTA will support you in understanding what time sessions will be in your time zone in the following ways:

- Your course plan will show the time of every session in your time zone.
- We will send messages via WhatsApp to remind you of upcoming UK clock changes.
- We will remind you verbally in the session before the UK clocks change.

When registering for a course, it is important to ensure that you will be able to attend sessions throughout the course. We recommend using [Time and Date](#) to check the time at three points during your course: before the first time change, between the time changes, and after the second time change.

If you live in a time zone where the clocks also change, such as in the Americas, in Australia or in New Zealand, please be aware that these time changes are rarely synchronised, so you will need to check multiple dates during your chosen course to ensure you can attend throughout.

If you are unable to attend when the clocks change may be able to move you to another group in your cohort if there is a space available, but we are not able to guarantee this. You will not be eligible for a refund if you miss all or some of sessions due to not being able to attend when the time changes.

11.4. Participation

During live sessions, you will be asked to participate actively, including having your camera and microphone on, using the chat box, sharing documents for collaborative tasks on your screen, and speaking in activities in the whole group and in breakout rooms.

We invite you to participate in WhatsApp groups, but this is not obligatory. Most course communication happens via WhatsApp, so please check for pinned messages at least once a week to make sure you stay up-to-date.

11.5. Recordings

All sessions are recorded so they can be watched by participants again after the session. Recordings are stored on Google Drive. They are only accessible to course participants in your group. They will be deleted in line with our access to resources policy (see [Section 10](#)).

If you would prefer not to be recorded in sessions, email sandy@takeyourtimedelta.com so Sandy can make alternative arrangements for your group.

11.6. Module 1 course completion

You will be considered to have completed the Module 1 course if you:

1. Attend 80% or more of the live sessions (24 sessions out of 30).
2. Complete 60-90 minutes of homework every week.
3. Attend a one-to-one tutorial on Zoom after Session 20.
4. Complete two practice papers and three full mock exams within the timeframes given by your trainer.

If Conditions 1-4 are all true, you will receive a Take Your Time DELTA Module 1 course completion certificate up to 6 working weeks after the final date of your course.

11.7. Module 3 course completion

You will be considered to have completed the Module 3 course if you:

1. Attend 80% or more of the live sessions (16 sessions out of 20).
2. Meet 80% of Module 3 deadlines set by your trainer.
3. Submit work for every part of the assignment to the trainer (even if some of it is after the deadline, provided this has been agreed with the trainer in advance).

If Conditions 1-3 are all true, you will receive a Take Your Time DELTA Module 3 course completion certificate up to 6 working weeks after the final date of your course.



11.8. Methodology course completion

You will be considered to have completed the Methodology course if you:

1. Attend 80% of more of the live sessions (20 sessions out of 25).
2. Prepare sufficiently for live sessions, such that you can participate actively in the sessions.

This will be monitored by your trainer during the course.

If Conditions 1-2 are all true, you will receive a Take Your Time DELTA Methodology course completion certificate up to 6 working weeks after the final date of your course.



12. What course participants can expect from Take Your Time

DELTA

12.1. Trainers

All Take Your Time DELTA trainers are qualified professionals and experienced teacher trainers. If they are new to DELTA training, the trainer will receive comprehensive training before and during your course, and you will receive additional feedback as needed from our head trainer so that there is no drop in quality.

12.2. Materials

We provide all materials for live sessions plus three full mock exams in our Module 1 course. We will also provide comprehensive links to support your homework research.

In Module 3, we will suggest you buy 2 (ELT Management) or 3 (ELT Specialism) books to refer to throughout the course. Other books you need will depend on the specialism you choose. You will have access to a comprehensive recommended reading list as part of the course resources.

For the Methodology course, we provide materials for live sessions and homework. You may choose to purchase some additional books throughout the course at your own expense.

12.3. Written feedback

You will receive comprehensive written feedback from trainers at relevant points on your course.

For Module 1, this will be feedback on work done in sessions, on all three mock exams and on two additional practice papers.

For Module 3, this will be feedback on work done in sessions, on one draft of each part of your assignment, and on one full draft of the whole assignment, including relevant appendices.



12.4. Monitoring

We will monitor your progress carefully throughout the course. If we believe you will need extra help to complete a course successfully, we will offer you additional tutorials and support as needed.

12.5. Receptiveness to feedback

Take Your Time DELTA is open to constructive feedback from course participants at all times. We will seek feedback from you after Session 10, during Module 1 tutorials after Session 20, and at the end of the course. You can also send feedback to sandy@takeyourtimedelta.com at any time during or after your course.

13. Pass guarantee for Module 1 and Module 3

Take Your Time DELTA cannot guarantee that you will pass DELTA Module 1 or Module 3 as a result of taking one of our courses. However, if you have completed the course fully (as set out in [Section 11.6 for Module 1](#) and [Section 11.7 for Module 3](#)), and receive a Fail (Module 1) or a Referral (Module 3) we will offer the following support free of charge.

13.1. Support after a Module 1 Fail

We will support you to resit the exam either six or twelve months after the sitting when you received a Fail grade. You will be given full access to Module 1 materials provided on the Take Your Time DELTA courses until your chosen sitting. You can also choose from these two options:

1. A free place in a group preparing for your chosen exam sitting, including all the trainer feedback offered as part of that cohort.
2. Tutorials plus a diagnostic exam:
 - a. A full diagnostic exam to be taken within 60 days of receiving your Fail result. This will be marked and a report will be issued detailing key areas you need to focus on in your preparation for the resit.
 - b. Up to 5 x 45-minute one-to-one tutorials with our head trainer organised on a mutually agreed schedule between when you receive your result and the date of your resit, including feedback on exam practice targeting areas identified in the diagnostic exam.

13.2. Support after a Module 3 Referral

We will support you to resubmit your Module 3 assignment either six or twelve months after the submission date where you received a Referral. You will have full access to Module 3 materials provided on the Take Your Time DELTA courses. You can also choose from these two options:

1. A free place in a group preparing for your chosen submission date, including all the trainer feedback offered as part of that cohort.
2. Consultation plus written feedback on a full draft:
 - a. An initial consultation of up to 90 minutes to discuss the contents of your Module 3 referral report and how to address the main problem areas with our head trainer.
 - b. Up to 3 x 45-minute one-to-one tutorials with our head trainer organised on a mutually agreed schedule between the initial consultation and the date of your resubmission.
 - c. Written feedback on a full draft of the rewritten assignment.

14. Complaints procedure

All complaints related to Take Your Time DELTA should be submitted in writing to sandy@takeyourtimedelta.com, including reference to relevant sections of these Terms and Conditions which have not been met by Take Your Time DELTA, if relevant.

Starting from the date the complaint was received, the following will happen:

Within 5 working days	Acknowledge of your complaint Request for further details if required
Within 30 working days	Investigation of the complaint by Sandy Millin, including but not limited to any of the following actions, as required by the nature of the complaint: <ul style="list-style-type: none"> • Meeting with you • Meeting with your trainer(s) • Meeting with other affected course participants • Review of session recording(s) • Review of documents e.g. exam feedback, WhatsApp messages, emails <p>All parts of the investigation will be documented in line with GDPR requirements as laid out in our privacy policy (latest version available at www.takeyourtimedelta.com).</p>
Within 35 working days	Follow-up meeting with you (and your trainer if necessary) to discuss the outcome of the investigation and agree on any necessary follow-up steps

If you are unhappy with the outcome of the procedure detailed in the table above or if your complaint concerns Sandy Millin, we encourage you to seek Alternative Dispute Resolution (ADR). We will assist you with this as needed.