



AN INTRODUCTION TO THAMES COLLEGE & WHAT WE STAND FOR:

Thames College stands as a leading online education provider, dedicated to delivering top-tier, accredited courses designed to help learners achieve their personal and career aspirations. Focused on making education accessible to all, Thames College offers a diverse range of programmes spanning fields such as information technology, business, health and social care, accounting, and the creative arts.

By offering flexible and engaging course content, Thames College ensures that learners can study at their own pace while developing practical skills and knowledge that are directly applicable to real-world situations. With a strong commitment to both affordability and quality, Thames College provides expert-led instruction, helping individuals to progress in their chosen fields.

WHAT WE

OFFER?

Thames College specialises in providing CPD & QLS accredited courses for anyone looking to advance their professional career. We have a welcoming and patient crew who are committed to providing you with the most incredible distance learning study experience possible. Its student support team and tutors are committed to ensuring quality training in various subject matters.



START YOUR LEARNING

Define Your Future

What is the Job Guarantee Programme?


The Job Guarantee Programme is created to ensure your success in finding employment. Here's how it works:

- Enrol in the programme to gain access to comprehensive career courses.
- Learn at your own pace with 1-year access to all course materials and certifications.
- Prepare for the job market with mock and final interviews.
- Achieve a score of 85% or higher to complete the programme successfully.
- We guarantee job interviews with reputable UK companies to help you secure your ideal job.
- If we fail to arrange an interview after successful completion, you'll receive a 50% refund of your programme fees.

About Job Guarantee Programme:



Discover
your journey with us



Discover Thousands of online courses taught by our top-notch instructors. Enjoy our courses from the comfort of your home.

■ **Core Course Content:** Full access to all career path courses, providing a strong foundation in digital marketing.

■ **Certification:** Free certificates upon course completion, available in both PDF and hard copy formats.

■ **Job Market Analysis:** In-depth insights into the latest job market trends and opportunities to guide your job search effectively.

■ **Professional Counselling:** Personalised advice to define career goals, refine your professional path, and overcome obstacles.

■ **Job Readiness:** Thorough review of your course completion to ensure you're fully prepared to enter the workforce confidently.

■ **CV and Portfolio Enhancement:** Professional assistance to enhance your CV and portfolio, helping you stand out in a competitive job market.

■ **LinkedIn Optimisation:** A professional revamp of your LinkedIn profile, making it more attractive to recruiters.

■ **Resource Library:** Access to a wide range of supplementary materials, including e-books, industry reports, and video tutorials.

■ **Expert Tutor Support:** Ongoing guidance from subject matter experts for advanced learning and support.

■ **24/7 Mentor Support:** 24/7 access to a dedicated mentor or support team for up to 3 months post-programme completion for assistance with follow-up or challenges.

■ **1-on-1 Mentorship:** Personalised mentorship sessions with industry experts to guide you through advanced learning and career challenges.



What is Included in The Job Guarantee Programme Package?

The Job Guarantee Programme offers a comprehensive range of services and support to help you secure employment. Here's an overview of what's included:



Live/Practical Projects:

Opportunities to work on live projects or internships, building your portfolio and employability with real-world experience.

Access to Industry Tools:

Temporary access to industry-standard tools or software (e.g., Grammarly Premium) to gain practical, hands-on experience.

Mock Interviews with Feedback:

Three mock interviews with personalised feedback to improve your interview skills and confidence.

Advanced Job Placement Support:

Access to exclusive job listings and direct connections with employers.

Application Assistance:

Guidance on crafting strong, tailored job applications to increase your chances of securing interviews.

Interview Support:

Help with interview preparation, including scheduling, performance tips, and salary negotiation strategies.

Onboarding Support:

Assistance with navigating the onboarding process to ensure a smooth transition into your new role.

Continuous Career Development:

Ongoing career advice, resources, and opportunities for growth and development.

Job Hurdle Guidance:

Strategies for overcoming workplace challenges, including work-life balance, stress management, and productivity tips.

Job Guarantee:

If we do not secure a job interview placement for you within 6 months, you will receive a 50% refund of your programme fees.



**WITH COMPREHENSIVE
CAREER SUPPORT,**

**we'll assist you
in securing
your ideal job.**



JOB GUARANTEE PROGRAMME

Terms & Conditions



2. Benefits of the Programme

As a participant in the Job Guarantee Programme, you are entitled to several key benefits:

2.1 Job Interview Guarantee

Learners who successfully complete the programme, meet all required criteria, and actively participate in the provided career support services will be guaranteed job interviews within **6 months** of completion. Thames College and its affiliate partners will arrange job interviews with reputable companies. It is important to note that this is a guarantee of **job interviews**, not a promise of job placement or offers of employment.



1. Programme Overview

Thames College offers a wide-ranging Job Guarantee Programme, covering fields such as Digital Marketing, IT, Business Management, Healthcare, E-Commerce, and more. These programmes are designed to provide learners with the knowledge, skills, and professional development necessary to excel in their respective fields. Upon successful completion, learners are guaranteed job interview opportunities. By enrolling in this programme, you agree to the terms and conditions outlined below.



2.3 CERTIFICATION

- **Interview Preparation:** You will participate in **mock interviews** and receive detailed feedback from career coaches to improve your interview skills and overall presentation.
- **Job Market Analysis:** A tailored job market report and insights into the latest trends within your chosen industry will be provided, helping you navigate the job search process more effectively



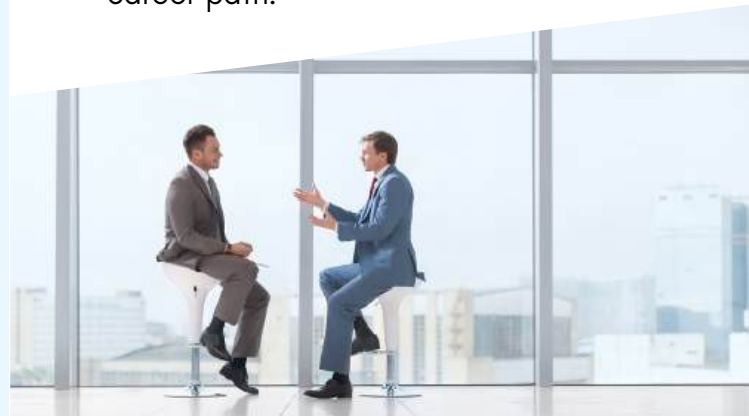
2.4 Access to Learning Resources

Learners will gain access to a range of supplementary materials to enhance their learning experience:

- **E-books, industry reports, and video tutorials** that complement the core course content.
- **Temporary access to professional tools** (e.g., Grammarly Premium, SEMrush) to help you apply practical skills during the programme.

2.2 Career Support Services

- **Professional CV and Portfolio Enhancement:** Career experts will assist you in creating a strong CV and portfolio, ensuring that your skills and experiences are highlighted effectively for prospective employers.
- **Interview Preparation:** You will participate in **mock interviews** and receive detailed feedback from career coaches to improve your interview skills and overall presentation.
- **Job Market Analysis:** A tailored job market report and insights into the latest trends within your chosen industry will be provided, helping you navigate the job search process more effectively
- **1-on-1 Mentorship:** Personalised mentorship sessions with industry professionals will be available, offering advice, guidance, and insights into your career path.





3. Eligibility for the Job Guarantee

In order to qualify for the Job Interview Guarantee, learners must meet the following conditions:

3.1 Programme Completion

- ◆ Learners must complete all required courses and assignments within the programme. This includes adhering to any deadlines or guidelines provided by Thames College.
- ◆ The programme must be completed within the stipulated timeframe of 1 year from the enrolment date.

3.2 Minimum Achievement Criteria

- ◆ Learners must achieve a minimum score of 95% across all assessments and exams within the programme.
- ◆ Learners must actively participate in any live sessions, mentoring sessions, and mock interviews as scheduled by Thames College. Failure to attend or engage with these activities may result in disqualification from the Job Guarantee.

3.3 Participation in Career Services

- ◆ To ensure job readiness, learners must actively engage in CV enhancement, portfolio development, and interview preparation activities offered as part of the programme.
- ◆ Learners must follow the career guidance provided by Thames College to improve their chances of success.

Failure to meet these eligibility criteria may result in ineligibility for the Job Interview Guarantee or the Money-Back Guarantee.

4. Refund Policy

The **Refund Policy** allows learners to receive a refund within a certain period if they decide the programme is not right for them. This is separate from the **Money-Back Guarantee**, which relates to job interview placement after completion.

4.1 14-Day Refund Window

Learners are eligible for a full refund within 14 days of purchase under the following conditions:

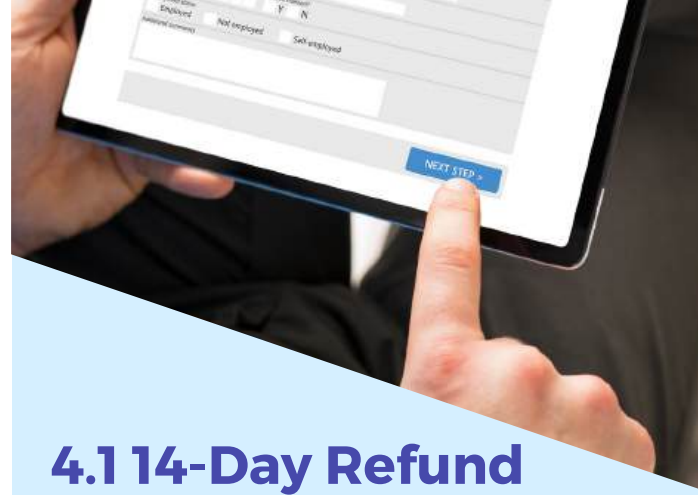
- **Valid Reason for Refund:** Learners must cite a legitimate reason for requesting a refund, such as the programme not aligning with their career goals, dissatisfaction with the programme content, or technical issues preventing participation.
- **Content Access Limit:** Refunds are only granted if the learner has accessed **less than 25%** of the course content within the first 14 days.
- **Request Process:** Learners must submit a formal refund request in writing to Thames College's customer service team via email or the designated support portal within the 14-day period

4.2 Refund for Marketplace/Listing Site Purchases

For learners who purchase the programme via a **marketplace** or **listing site**:

- The **refund policy** of the specific marketplace or platform will apply. Learners should review the platform's refund terms carefully before purchasing.
- Thames College cannot override marketplace-specific refund terms, and any disputes must be handled through the marketplace's customer service channels.

Refunds are only available within the initial 14-day period as outlined above. After the 14-day window has expired, learners may be eligible for the Money-Back Guarantee if they meet all the necessary conditions.



5.3 Claim Process for the Money-Back Guarantee

- Learners must submit a written claim for the **Money-Back Guarantee** within **30 days** after the six-month period has ended. Claims must include evidence that all eligibility requirements have been met.
- Thames College will review the claim and process the refund within 30 days of claim submission, provided all conditions are satisfied.



5.1 Money-Back Guarantee for Direct Purchases from Provider's Website

- Learners who purchase directly from the Thames College website are eligible for a 100% Money-Back Guarantee if no job interviews are secured within six months of programme completion.
- Learners must meet all programme requirements, including course completion, minimum score achievement, and full participation in career services, to be eligible for the money-back offer.

5.2 Money-Back Guarantee for Marketplace/Listing Site Purchases

- Learners who purchase the programme through a **marketplace** or **listing site** are eligible for a **50% Money-Back Guarantee** if no job interviews are secured within six months of programme completion.
- The 50% refund reflects the marketplace's policy and cannot be adjusted by Thames College.



5. Money-Back Guarantee



The **Refund Policy** allows learners to receive a refund within a certain period if they decide the programme is not right for them. This is separate from the **Money-Back Guarantee**, which relates to job interview placement after completion.



6. Job Interview Guarantee

The Job Interview Guarantee ensures that learners who meet all programme requirements will have job interviews arranged by Thames College or its affiliated partner agencies.

6.2 Location and Sector Considerations

- The guarantee primarily applies to learners seeking jobs in the **UK**. International learners should verify whether the guarantee is applicable in their region.
- Some sectors may have more interview opportunities than others depending on the demand within the industry.

6.1 Interview Guarantee Scope

- The Job Interview Guarantee is for interview opportunities only. It does not guarantee employment or specific job offers.
- The number of interviews arranged may vary based on learner performance, the job market, and the learner's chosen field.



7. Amendments and Updates

Thames College reserves the right to amend or update these Terms & Conditions, as well as the structure of the programme and its policies. Any significant changes will be communicated to learners via email or other designated communication channels. By continuing to participate in the programme after changes are made, learners indicate their acceptance of the revised terms.



9. Data Protection and Privacy

Learner Data Management

- **Compliance with GDPR:** Thames College is committed to protecting your personal information and handling it in accordance with the General Data Protection Regulation (GDPR). This means we follow strict guidelines to ensure your data is securely processed and stored.
- **Sharing of Data:** As part of the Job Guarantee Programme, Thames College may share your data with affiliate partner agencies. This is done to assist in securing job placement opportunities for you. However, we will only do this with your explicit consent. Before sharing your information, we will inform you and request your permission.
- **Your Consent:** By enrolling in the programme, you consent to the sharing of your data with our affiliate partners for the specific purpose of job placement. You have the right to withdraw this consent at any time, which may affect the job placement support we can provide.
- **Privacy Policy:** For detailed information on how your data is collected, used, and protected, please refer to our Privacy Policy. It explains our practices regarding data security, your rights, and how you can contact us if you have any concerns about your personal information.



8. Liability and Disclaimers

- Thames College does not guarantee employment or specific job offers but guarantees job interview opportunities.
- Thames College will not be liable for any indirect, incidental, or consequential damages arising from participation in the programme or failure to secure employment.





Discover
your career with us



Key Points to Remember:

- Your data will only be shared with partners who help in job placement and with your consent.
- You have control over your data and can withdraw consent if needed.
- Our Privacy Policy provides comprehensive details on data protection practices.

10. Dispute Resolution

If a dispute arises regarding the programme or these terms, learners are encouraged to contact Thames College's customer service team for resolution. If the issue remains unresolved, the learner may escalate the dispute to the relevant legal authorities.



1. How long will I have access to the course materials?

You will have **1-year access** to all the course materials in the programme, allowing you to complete the courses at your own pace and earn certifications.

2. What happens if I don't secure a job after completing the programme?

In the unlikely event that you are not placed in a job within 6 months of completing the programme, we offer a **50% money-back guarantee**. However, this only applies if you have met all programme requirements, such as achieving the required completion score of 95% or higher.

3. Will I receive certifications after completing each course?

Yes, you will receive **free completion certificates** (both PDF and hard copy formats) for each course you complete within the programme.



Frequently Asked Questions (FAQ)

4. What kind of support will I receive during the programme?

The programme includes a range of support services, such as:

- CV and portfolio enhancement
- Professional counselling
- Interview preparation
- Mock interviews with personalised feedback
- LinkedIn profile optimisation
- 1-on-1 mentorship with industry experts
- 24/7 mentor support for up to 3 months after course completion

5. Are there any live projects or internships included in the programme?

Yes, the programme offers opportunities to work on **live projects** or internships, giving you practical, real-world experience to build your portfolio and enhance your employability.



6. Is there any career support after completing the programme?

Yes, the programme offers continuous career support for up to 6 months, which includes job application assistance, CV reviews, interview preparation, and career coaching.

7. What happens if I need help after completing the programme?

You will have access to 24/7 mentor support for up to 6 months after completing the programme. Our dedicated support team will assist you with course follow-up, job search, and problem-solving.

8. Can I request for Money Back if I am not satisfied with the programme?

Yes, if we fail to secure you a job interview within 6 months of completing the programme, you will receive a Money Back. However, this applies only if all programme requirements have been met.

9. How can I enrol in the programme?

You can easily enrol in the programme by visiting our website and selecting the Digital Marketing Manager - Job Guarantee Programme. Once enrolled, you'll receive immediate access to all courses and resources.

10. Are the 14-Day Refund Policy and Money-Back Guarantee different?

Yes, they are different:

- **14-Day Refund Policy:** Allows learners to cancel within 14 days of purchase for a full or partial refund based on where they purchased it. You receive a 100% refund if you bought directly from the provider's website and a 50% refund if purchased from a marketplace or listing site.
- **Money-Back Guarantee:** Provides a refund if the programme does not secure job interviews after successful completion. You will get a 100% refund if you purchased from the provider's website, and a 50% refund if bought from a marketplace or listing site.



THAMES COLLEGE
ENHANCE YOUR LEARNING

