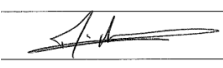




Refund Policy

Policy Owner:

Mandeep Athwal

Full Name	Position	Signature	Date	Review Cycle
Mandeep Athwal	CEO		01.09.2024	Annual



In our Student Protection Plan we explain the work we do to minimise any disruption to your studies and compensatory action we would take to ensure you are offered suitable and reasonable alternatives. This policy provides details of the individual support and help available to you, including financial and other assistance.

1.2 This policy does not relate to the refund of accommodation fees. Details of accommodation refund arrangements can be found in the terms and conditions of the Accommodation License Agreement. The refund of other study-related fees involving a third party (such as booked field trips) are also not covered by this policy and should be discussed with your college. Please note, in some circumstances, it may not be possible to recover all or part of these expenses from the third party involved.

2.1 In the following circumstances, a proportion of your tuition fees will normally be refunded, and repaid to the Student Loans' Company (where appropriate):

- Withdrawal from your course – whether you are choosing to leave, or in exceptional circumstances, if you are asked to leave. You will need to have completed the withdrawal procedure if you wish to leave.
- Authorised break from study. You will need to have completed the break from study procedure.
- Transferring to another course within the college, where there is a differential in the tuition fee charged. You will need to have completed the change of course procedure.
- Transferring to another Higher Education provider. You will need to have completed the course transfer procedure.

2.2 Tuition fees will not be refunded in the following circumstances:

- For International students, if the UKVI cancels your visa because of a breach of visa conditions, or if your visa application is refused by the UKVI because the UKVI concluded that your application was made using falsified documents.
- Students are withdrawn from the course if the college finds that he/she made a fraudulent application for admission and/or provided falsified documents.

2.3 We will confirm any refund due based on the eligibility shown in section 3. If you are paying your tuition fees via a loan from the Student Loans Company (SLC), your suspension/withdrawal date will be reported to the SLC. Your Tuition Fee Loan will be adjusted accordingly to reflect the correct fee liability and any interest accrued, when the fees have been refunded by the college to the SLC.

2.4 In exceptional and unforeseen circumstances, if we need to change the arrangements of your course, we will consult you and provide the necessary support, including covering all reasonable out-of-pocket expenses (by prior approval of the college Executive).



2.5 Details of all the above procedures will be provided by our Money & Guidance Advisors.

How we will support you

If you wish to withdraw, take a break in your studies, change course or transfer to another Higher Education provider, please contact the Money & Guidance Advisors, or equivalent if you are studying at one of our partner colleges for assistance. Our Money & Guidance Advisors will be able to guide you through the process.

It is important you seek advice, because the timing of a withdrawal during your course can affect your eligibility for future student loans.

If you are studying at a partner college, please check your college website for further details on who to contact.

3.1 The Money & Guidance Advisors, supported by your Personal Tutor will be able to assess your needs and identify the support we can offer you and/or the refund you will receive if you choose to discontinue or suspend your enrollment.

3.2 In the case of refunds, when your enrollment status has been changed from active to inactive, the College's Finance Team will be notified and raise a credit note on your account. Should your account be in credit you can request a refund by contacting our Finance Department directly.

Refunds are normally processed within 14 days of Finance receiving your request for a refund. Please note, the college is required to return funds to the person or organisation that originally made the tuition fee payment.

In line with our obligations under UK Money Laundering legislation if a third party has paid your fees, such as a parent or any other individual (apart from you) we cannot issue you with the refund and are unable to make any refunds in cash.

We also reserve the right to refuse or reject any financial transaction where we are unable to identify or trace the origin of the payment made.