

Deposits and Refunds Policy

This policy outlines the terms for deposits, cancellations, and refunds for different categories of students enrolling in our courses. It includes policies for UK/EU students not requiring a visa, overseas students on Student Visitor Visas, and distance learners (including those undertaking blended learning).

1. For Students from the UK or EU Not Requiring a Student Visa

- 1.1. A deposit of 50% is required towards tuition fees to reserve a place on the chosen programme. This deposit is refundable if the student withdraws from the programme more than 21 days before its commencement.
- 1.2. The remaining fees are due prior to or at enrolment.
- 1.3. If the course dates are changed, students may choose to have a full refund of fees.
- 1.4. Students may defer the start date of a scheduled course or change to another scheduled course up to 7 days prior to the relevant start date, subject to availability and payment of any difference in the Course Fees payable for the two courses.
- 1.5. If the course has not been accessed, consumed, redeemed, or used in any way, cancellations are subject to Clause 1.1 above.
- 1.6. If the college cancels any course prior to its scheduled termination date, a pro-rata refund of the course fee will be provided.

2. For Overseas Students on Student Visitor Visas

- 2.1. All tuition fees must be paid prior to the issue of a Confirmation of Acceptance.
- 2.2. These fees are refundable, except for an administration fee of £120, if the visa application is rejected. A refund will not be provided if fraudulent documents are presented with the visa application. If the UK Border Agency suspects that documents are fraudulent and includes this in the reasons for rejecting an application, the onus is on the student to prove their genuineness through appeal or administrative review.
- 2.3. In the event of the course dates being changed, students may choose to have a full refund of fees.
- 2.4. Once a Letter of Acceptance has been issued, no refunds are given for reasons other than the above.
- 2.5. Students may defer the start date of a scheduled course or change to another scheduled course up to 7 days prior to the relevant start date, subject to availability and payment of any difference in the Course Fees payable for the two courses.
- 2.6. If the college cancels any course prior to its scheduled termination date, a pro-rata refund of the course fee will be provided.
- 2.7. **Note:** This refund policy applies only to the in-person components of the study program for overseas students undertaking blended learning. As per Section 3, all students are first registered for the online portion of the course, and any agreed-upon refunds will have the fees for online studies deducted.

3. For Distance Learning Courses (Including Blended Learning for International Students)

3.1. Subject to Clause 3.2, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may cancel your purchase of an online course within a period of 14 days beginning on the day after the day on which the contract is concluded with you, as notified by the order confirmation email. If a cancellation is made within this cooling-off period, a full refund will be provided within 14 days of receiving the cancellation notice.

3.2. If you have purchased an online course and have already accessed, downloaded all or part of the online course, and/or started to use that online course, then you shall have no right to cancel your order. Cancellations will only be accepted if the course has not been accessed, consumed, redeemed, or used in any way.

3.3. For international students, our programmes are delivered as a blended learning provision that combines online learning and workshops at the college. Students are first fully registered as online students before being scheduled for their workshops. In the event that a refund is agreed upon after the cooling-off period or under exceptional circumstances, the fee for the online studies already provided will be deducted from the total amount refundable.

3.4. Students may defer the start date of a scheduled online course or change to another scheduled online course up to 7 days prior to the relevant start date, subject to availability and payment of any difference in the Course Fees payable for the two courses.

3.5. If the college cancels any online course prior to its scheduled termination date, you will be entitled to a pro-rata refund of the course fee.

3.6. You will not have any right to cancel an order for the supply of any goods made to your specifications or clearly personalized.

4. Order Cancellation by Us

4.1. We reserve the right to refuse or cancel your order at any time for certain reasons, including but not limited to:

- Goods availability
- Errors in the description or prices for goods
- Errors in your order
- If fraud or an unauthorized or illegal transaction is suspected

4.2. If we cancel any course or order, you will be entitled to a full or pro-rata refund as specified above.

5. Refunds

5.1. Refunds will be processed no later than 14 days from the day we receive notification of cancellation made in accordance with the terms above.

5.2. Refunds will be issued using the same means of payment as the original order, and you will not incur any fees for such reimbursement.

Deposits and refunds: Last updated April 2019



Note: The above is our current policy, and it is subject to change in accordance with applicable UK consumer protection laws and regulations. For further details of your rights, you can visit your local Citizens' Advice Bureau or the Office of Fair Trading website.