

POLICY FOR DEPOSITS, FEE PAYMENTS & REFUNDS

Course Deposit and Fee Payment

1. When the prospective student is accepted by the institute, he/she will receive the conditional offer letter and invoice for initial payment/course deposit.
2. Initial deposit of £2000 is payable upon student enrolment for their intended course of study.
3. Payment needs to be handed to the registrar. The student enrolment consultant/agent will give the candidate the receipt after he/she has paid the course deposit, and a copy of the refund policy will be provided.
4. Student payment details will be recorded in the institute database to clearly show the student's full name, course enrolled, date of payment, amount of payment and the balance due.
5. When the student arrives in the UK, he/she needs to report at the institute and must then complete their registration process and pay their outstanding course fees.
6. The administrator will check the student's payment record and make sure the student has received the receipt of payment.
7. The administrator will help the student to choose the payment method to pay the balance of the course fees. If the student chooses to pay by instalments, then the administrator will help the students to work out a payment plan.
8. All payments are recorded in College Database, from which the receipts are printed. These records will be updated on a weekly basis.

Refund Policy

1. *In the event of Visa Refusal*

College will refund all fees less an administration charge of £200 upon presentation of original refusal documents (copies will not be considered) and a letter of acceptance/Conditional Offer Letter as well as original receipt of payment made to college. Refund request and refusal documents must be submitted within 3 months of the refusal notice date. Any refund requests arriving later than 3 months after refusal notice date will not be entertained.

Refunds will **not** be considered if the reason for refusal is due to false or incorrect documentary evidence, financial discrepancies or genuineness of purpose.

2. *In the event of Visa Approval*

Once the student has had his/her student visa approved to study at college, a refund will **not** be given under any circumstances, regardless of whether a student is unable to take up the courses or continue for any reason. The student is responsible for notification of withdrawal from a course and must alert the College maximum two weeks before start date of the course. You are strongly advised to take out insurances to cover any unforeseen contingencies that may prevent you from attending or completing a course of study at college.

3. *Withdrawn before a Visa Decision(future)*

If the prospective student decides not to study with College before a Visa Decision, but after having paid the deposit, been given a CAS Letter and applied for the Visa refunds will **not** be given under any circumstances, regardless of withdrawal reason. Students are encouraged to take out insurance to protect themselves against all contingencies.

NOTE:

1. All approved refunds are in UK Pound Sterling. The student will be responsible for any bank charges/fees.
2. The college reserves the right to change or amend any refund procedures at their discretion.
3. All students enrolling at college agree to, and are subject to, the Terms and Conditions of this Refund Policy.
4. Students are responsible for taking out insurance to protect themselves against unforeseen circumstances that may prevent them from attending a program of study in the UK.
5. Visa processing may take longer than expected so students should apply early and expect delays. No refunds will be given if a student withdraws his/her application before a visa is processed irrespective of visa delays.
6. Refunds will be made to the person or organization that initially made the payment.
7. Fees are not refundable, if after the commencement of the course, the student stops attending or leaves the course before its completion or is suspended by the college due to non-attendance, misconduct etc.
8. A minimum of ten weeks is needed for the processing of refunds.
9. In a situation where a refund has to be made to the student, there will be a deduction of an administration fee £200, plus the agent commission, if any, paid already in respect of such student.

4. *Calculation of Refunds*

To claim a refund of tuition fees the student or agent must meet the following conditions:

- I. Advise the college in writing of withdrawal from the course two weeks before the start date of the course on the advertised start date.

- II. Complete and return the Refund Application form along with the Student Handbook and other College property, including all original documentation issued by the college.

A refund of tuition fees will be made if the College is unable to offer an advertised course. From the tuition fees paid, £200 will be retained by the College and the balance of the fees paid will be refunded if they meet conditions (i) and (ii) set out above. The college must also be satisfied that the student has not taken any advantage of college documents and references. This includes the arrival into, or extension of stay in the UK, Council Tax Exemption and other benefits of service. The College is also responsible to report the changes in the student's status to the United Kingdom Border Agency, in case of withdrawal from studies on a TIER 4 Visa.

In the event that a student's Tier 4 Visa Application has been refused due to an error or oversight on behalf of the College or the UK Border Agency, the College reserves the right of one administrative review process if applicable and one re-application option prior to refunding any fees to the student. If both remedies fail the College will refund full tuition fees to the student minus the £200 non-refundable registration fees and any applicable commission paid to the Agent.

If a student's Tier 4 Application has been refused due to a fault of the student or Agent, such as falsified documents or representations, insufficient maintenance of student funds or general misconduct regarding the student's application, College will not be responsible for the refund of any registration or tuition fees paid to the College.

No refund will be made if the student has not met any of the conditions set forth in our policy or the student is required by the Home Office to leave the UK because of non-attendance or leaves the course before its completion or is suspended by the college owing to non-attendance, misconduct etc