

POLICY FOR DEPOSITS, FEE PAYMENTS, REFUNDS and WITHDRAWALS

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 installments, 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 must 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.

If 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.

PROCEDURE FOR MONITORING STUDENT RECORDS

1. When students arrive in the UK, they must report to the College for their orientation meeting and to complete their registration with college.

2. The administrator will check and make copies of the students' passport and Visa.
3. The students must fill in an application form and their details including full name as in passport, sex, UK address, passport number, admission date, previous qualifications, working experience, signature and date enrolled and so on.
4. Students need to sign the learning agreement, fill in their student record and review relevant policies.
5. The administrator will ensure that information collected from the student is accurate and produce the student's file.
6. Students will then receive their student ID number and the Student Welcome Pack which includes a welcome letter, student handbook, banking facility form, oyster card application form, misconduct and absence policies and Student record form.
7. The administrator will monitor and check each student's file regularly, on a continuously rotating basis i.e.: each administrator will check 20 files every Friday continuously, to ensure that all files are up to date and in proper order.
8. The Director of Studies and the Head of Centre will check student's files at random each month to ensure consistent quality control.

Student Progress and Intervention Policy

College is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support.

Monitoring of student progress

College has in place an intervention strategy for any student who is not making satisfactory course progress. Unsatisfactory progress is defined as not successfully completing at least 50% of the subjects undertaken in that study period.

The College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled and has in place strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs. Each course will include a compulsory assessment to monitor student progress within the first four weeks of the trimester. This may be a summative assessment with a weighing of no more than 15%, or where this is deemed not to be practical a formative, non-graded assessment may be used. Academic staff will inform the Academic Director students identified as at risk and be subject to the College's intervention strategy.

At the end of each trimester the College's Academic Committee will meet to review the progress of each student. Students who do not successfully complete at least 50% of the subjects undertaken in that study period will be subject to college intervention strategy.

Intervention strategy

College' intervention strategy will be made available to staff and students through induction and publishing in the Students Handbook.

Students identified as at risk of, or not making satisfactory progress will be contacted and counseled by the Academic Director who will make recommendations which may include:

- Identification and implementation of support strategies to enhance the student's progress.
- Recommendation that the student seeks appropriate personal and/or academic support from within or outside of college
- Recommendation that the student revises their study program in the following trimester.
- Regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes, peer and self-evaluation.

Support strategies.

College conducts subject specific workshops outside of normal class contact hours. Students are guided through a tutorial program, where the tutor meets them once a month to guide them in achieving SMART targets. The students complete their Individual Learning Plans. Teachers are encouraged to support students through differentiation in their teaching methods.

Reporting

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, College will notify the student of its intention to report the student to UK Boarder Agency for unsatisfactory progress.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that they are able to access the registered provider's complaints and appeals process. The student has 10 working days to do so.

ATTENDANCE & MISSED CONTACTS POLICY

College monitors and reports on student attendance in accordance with standards required for UKBA. Students are required to attend Lectures, Seminars, Tutorials, and Presentations and need to prepare their assignments as these will be the part of Attendants/Contact Hours. Please note that the following are all important parts of the students' attendance and may be considered contacts:

1. Lectures
2. Seminars
3. Tutorials
4. Presentations
5. Assignments
6. Examinations (including class tests)

If a student's attendance is at risk of falling below the satisfactory level (90%) or the student has been absent without consent for more than 2 consecutive days of teaching / contacts, a counselling session with the student will be requested by the Student Welfare Officer to discuss their attendance and what can be done to maintain it at a satisfactory level. If any student falls below 80%, he/she will be reported to the UKBA without further delay. Please note.

- a. Each day is divided into three study sessions. Attendance is recorded by the teacher on the attendance sheet thrice, at the beginning of each session. Students are expected to be punctual for their sessions. Any student who is more than 5 minutes late will be warned, if over 10 minutes late, he/she will be marked Late, and if 15 minutes late for a session he/she will be marked as absent for that session. Consistent lack in attendance resulting in a student's attendance falling below 90% will be treated in accordance with the Attendance Policy.

- b. If a student misses any 4 Contacts, A WARNING LETTER will be sent to the student's current residence stating that their attendance is unsatisfactory, and they are in danger of not fulfilling the requirements set by College Attendance Policy. In this warning letter the student is advised contact principal.
- c. If a student misses any 6 Contacts, A 2nd WARNING LETTER with the same information will be sent to the student's current residence.
- d. If a student misses any 8 Contacts, his/her college registration will be cancelled, and student will be reported to UKBA.
- e. It is at the discretion of the Principal or Administrator not to report a student in breach of the attendance policy if:
 - They have Sick Leave and provide a Medical Certificate
 - They have Compassionate Leave e.g. death in the family etc.
 - They are away during official College closures or public holidays.

Please check notice boards regularly for updates. Students are responsible to provide updated personal details e.g. current address, tel/mob no., email address etc. to the college without any failure. If student will not get an correspondence due to false/old personal details, college is not responsible if any action taken to comply with college policies.