



## Refund policy for International students

This policy applies to both tuition and accommodation fees, unless otherwise stated.

Refunds are only considered under exceptional circumstances and are at the discretion of the International School Manager.

Full fees are payable from the start of term as published by the College. Pro-rata reduced fees for late arrival for terms will not be accepted.

### **No refunds will be granted under the following circumstances:**

- The College has a non-refundable administration fee of £110 for short programmes.
- Deposits of £2000 paid to confirm a place to study at the College are non-refundable as stated in the offer letter.
- Once an acceptance is processed no deposit refunds will be granted if the student changes their mind about joining the College course they have applied for.
- No refunds will be granted if a student is deported from the UK as a result of their failure to comply with terms & conditions of their visa outlined in Policy Guidance on the Home Office website GOV.UK.
- No refunds will be considered for withdrawal from college courses mid-year, or for students on short programmes who decide to leave before the end of their course.
- If a student is asked to leave the College before completing their course due to unacceptable behaviour as defined by the College, no refund will be given.
- For accommodation fees paid, no refunds will be considered for students leaving the UK before the stipulated dates of the College terms, as published at the start of every academic year.

### **Refunds are only granted for the following reasons:**

- Full refunds, minus the administration fee of £110 will be given to students if the College is unable to offer an advertised course on the advertised start date or within two months thereafter, due to insufficient student applications or for any other reason.

- A full refund, minus the administration fee of £110 will be given to students where a student can prove a visa refusal is caused by any mistake of the College. In cases where a visa has been refused, a signed visa refusal letter from the British Embassy or consulate must be provided and original copies of admission letters returned to the college.

## **Procedures**

- A student who considers submitting a refund application should initially consult the International School manager.
- Any refund request must be made in writing and must be signed by the student.
- Refund requests must enclose any supporting documents and/or statements.
- All refund requests applications must be addressed to the International School Manager for consideration.
- The International School Manager will check each written refund request formal application and supporting documentation against the Refund Policy for International Students and consult the Director of Finance prior to consideration by the Principal. A reply will be given within 5 working days.
- Every refund request formal application will be considered fairly and either a decision or an interim judgment will be made. An interim judgment is not a decision but a statement of the merits of the case, usually involving a request for further information.

## **Appeals**

There is a right of appeal against a decision. This should be addressed in writing, to the Principal, Mr Alex Scott.

Fresh evidence or grounds for application can be brought up at this stage, but the Committee's decision is final. The appeal's outcome need not reiterate the reasons if they are the same but will address any fresh evidence or new grounds.

Date: 5<sup>th</sup> October 2017