1. Cancellation of Acceptance

The admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Once a student has accepted the offer of a place on a course, they have the right to cancel acceptance by informing the centre team in writing within 14 calendar days after completing the enrolment process. Cancellation within this period will entitle the student to be refunded fees paid minus the non-refundable deposit. We retain the right to charge a proportion of the total course fee for cancellation after this period as indicated in section 3 below. If a student enrols past the course start date, the right to cancel date will begin from the date of enrolment and fees be calculated pro-rata to reflect a later start. Enrolment may take the form of a completed online enrolment form, a completed paper enrolment form or acceptance via email correspondence.

2. Withdrawals

A refund can only be calculated once a complete withdrawal is actioned formally in writing. Fees shall be refunded to the person or organisation paying the fees and not to any third party.

Any student member who is forcibly withdrawn as they have failed to disclose previous periods of study, specific educational needs or their full immigration status will be assessed individually as to whether they will be eligible for a refund on any fees paid on a case by case basis.

2.1 Complete Withdrawal

Students who completely withdraw are not expected to return to their course and shall receive a refund in line with the mechanism set out in section 3 below. Students member's liability will be calculated based on the date of withdrawal from the student in writing.

2.2 Temporary Withdrawals (student is expected to return to studies in the next academic year)

Student members who temporarily withdraw are, by definition, expected to return. The cancellation period does not apply to temporary withdrawals. The fee to be paid for the year in which a student temporarily withdraws will be calculated according to the mechanism set out in section 3 below.

For self-funding students, refunds will not be issued for temporary withdrawals and any resulting credit will remain on the student member's account and be carried forward to the following year to count towards fees for the next academic year.

Student member's who are funded by a third party or organisation must inform the funding body of their temporary withdrawal in writing.

Before returning to the course, it is the student member's responsibility to make the necessary arrangements with the enrolment team including confirming their intended return date. The Enrolment team will then communicate with Finance to ensure that the correct fee is charged for the student member when returning to study.

It is the student member's responsibility to ensure they have funds in place before returning to study. Student members will not be able to re-enrol without proof of method of payment.

Student members who temporarily withdraw remain liable to pay any outstanding fees (see 3 below) and re-enrolment will not be permitted until outstanding fees have been paid.

2.3 Retrospective Withdrawals

Retrospective withdrawals shall not normally be permitted. As stated previously, it is the student member's responsibility to notify us of their withdrawal at the point at which they intend to leave the course in writing. Should there be exceptional mitigating circumstances, which meant it was not possible to notify us at the correct time, please refer to section 5 below.

3. Fee Refund Calculation

The chart below confirms the standard mechanism for calculating fees for each course of study regardless of method of funding and is dependent on a student member's course start date. There is a 14 day cooling off period for all course from the enrolment date. The below calculation only applies after the 14 day cooling off period has passed.

However, where the course or service has commenced during the 14-calendar-day cancellation period at the student's express request, the student's statutory right to cancel under the applicable Consumer Contracts Regulations in respect of that service will cease from the date the course or service commences, subject to the applicable legal requirements. In such circumstances, the Centre's Withdrawal Policy will apply, and the Centre reserves the right to charge a proportion of the total course fee to reflect the course or service already provided, as set out below.

	6 Week Courses	
Liability Point	Amount charged of total fee following withdrawal	Amount refunded of total fee
Class 1-4 inc tutor prep	75%	25%
Class 5-6	100%	0%
	8 & 10 Week Courses	
Liability Point	Amount charged of total fee following withdrawal	Amount refunded of total fee
Class 1-2 inc tutor prep	50%	50%
Class 3	75%	25%
Class 4	100%	0%
Class 5- 8/10	100%	0%
	12 Week Courses	
Liability Point	Amount charged of total fee following withdrawal	Amount refunded of total fee
Class 1-4 inc tutor prep	50%	50%
Class 5 Class 6	75%	25%
Class 7 Class 8 Class 9 Class 10 Class 11 Class 12	100%	0%
	15 Week Courses	
Liability Point	Amount charged of total fee following withdrawal	Amount refunded of total fee
Class 1-4 inc tutor prep	50%	50%
Class 5 Class 6	75%	25%

Class 7-15	100%	0%

4. Outstanding Fee Payments

Once a withdrawal has been actioned any outstanding fee shall remain on the student member's account and shall be pursued by the institution or its collection agents which may incur additional fees and may affect the student's credit rating.

5. Mitigating Circumstances

In addition to the mechanism for fee refunds set out in section 3, above, consideration shall be given to making complete refunds to students who have to withdraw due to exceptional mitigating circumstances. We shall consider each case on merit, however, please be aware that academic and financial difficulties are not normally regarded as acceptable reasons for any refund. Please refer to table below for acceptable and non-acceptable mitigating circumstances.

Such cases must be submitted to the Centre in writing and in certain circumstances we may ask for supporting evidence to consider a claim.

Non-exhaustive table of Acceptable/Not Acceptable Mitigating Circumstances (resulting in a complete withdrawal)	
Normally acceptable	Notes
1. Recent (< 1 month) death of a close relative	"Close" means parents (& guardians), children and siblings, and a spouse/partner. It may include in-laws, grandparents and grandchildren if it can be shown that the relationship was very close, but not normally aunts, uncles, cousins etc.
2. Recent (< 1 month) diagnosed illness or serious accident of the student	Illness or accident affecting study. It should be an incapacitating illness or an unexpected deterioration in an ongoing illness or medical condition. It also includes bone fractures and serious sprains; Medical certification must be obtained; self-certification is never acceptable as evidence of mitigating circumstances. Medical evidence MUST bear the GP's practice stamp and/or be on appropriate headed paper.
3. Recent (< 1 month) serious illness of a close relative	See notes above about the definition of "close".
4. Recent (< 1 month) Change of employment circumstances	Unforeseen changes in employment i.e. withdrawal of sponsorship (letter from employer must be provided).
5. Recent (< 1 month) unforeseen special needs	Special needs obstructing a student member's ability to continue with study that have been declared within a month of enrolment and verified by the allocated Student Support/Welfare Advisor. Medical certification must be obtained; self-certification is never acceptable as evidence of mitigating circumstances. Medical evidence MUST bear the GP's practice stamp and/or be on appropriate headed paper.
6. Visa related	Overseas fee paying students must refer to section 10 above.
Non- acceptable	Notes
1. Minor ailments and other conditions	Minor ailments where symptoms may be relieved by over the counter medication, sprains, long-standing medical conditions for which special arrangements could have been made or treatment anticipated and taken. Accidents/illness affecting relatives or friends (unless serious or the student member is the sole carer).

2. Social integration & participation	Difficulty integrating within the Centre life or home sickness. Decision to commence with employment rather than academia.
3. Non-serious domestic or personal disruptions which could have been anticipated or planned	Moving house, holidays, weddings, religious festivals or other events where the student either has control over the date or may choose not to participate. Change of job or "normal" job pressure (exceptional crises at work might be acceptable), illness or death of pets
4. Study-related	Decision to transfer to an alternative teaching institution/school. Computer difficulties, late distribution of materials by the Centre, delays in printing, photocopying. Issues with predefined timetabling of modules or current course content

6. Blocking/Exclusion

Student members will not be permitted to enrol, progress to the next stage of study or receive their award until all outstanding monies are paid. If student members fail to pay outstanding monies, they will be blocked/excluded. Results or enrolment to progress to the next stage of their course will be withheld until payment has been received.

If the student owes outstanding monies, they will be blocked/excluded and so will not be permitted on site.

Blocked/excluded student members would not be permitted to enrol on further stages or additional courses and results and certificates would be withheld until payment has been received.