

# UK ONLINE STUDY REFUND POLICY

This policy applies only to new students joining courses in the UK with a start date up to and including May 2022 online and from overseas. For all other students, the Terms and Conditions provided with your offer continue to apply.

Payments Key: No - Not Refunded / Yes - Refunded	Administration fee	Tuition Fee Deposit (50% of first year fees)	Balance of tuition fees (if paid in advance)
Student cancellation prior to commencement of programme online, and where no visa has been received. See Terms and Conditions for full terms.	£150	Yes	Yes
<b>Refunds following visa refusal</b>			
<p>In all instances, to be eligible for a refund of fees in the below table, the student must have exhausted all attempts to successfully gain their student visa, including where applicable, the submission of an Administrative Review.</p> <p>Until a final outcome has been received, the student must continue actively participating in their course and continue to maintain a minimum of 80% attendance.</p> <p>Failure to do this will mean that the student will instead be considered to fall under Any Other Withdrawal below.</p>			
Visa refusal related to fraud, or failure to declare an earlier visa refusal.	-	No	No
Any other visa refusal received by the college less than 14 days after first day of registration.	£150	Yes	Yes
Any other visa refusal received by the college more than 14 days after the first day of registration provided: a) the student has made their visa application before the last day of their first semester and b) the student has maintained a minimum of 80% attendance in that semester.	£150	Deposit minus £1,000	Yes
Any other visa refusal received by the college more than 14 days after the first day of registration where the student did not make a visa application before the last day of their first semester, or where their attendance is below 80% in that semester.	£150	No	Yes
<b>Student withdrawal due to...</b>			
The student no longer meeting the requirements for a CAS.  This could include a student being unable to demonstrate meeting financial evidence requirements, failure to demonstrate academic progress, or failure to meet attendance and engagement requirements.	£150	No	Yes
Any Other Withdrawal will be treated in line with the student's Terms and Conditions.	£150	No	Yes

## FAQS

1) I paid a deposit of £8,000 and received a credibility visa refusal three weeks after registration started, do I receive a refund?

Yes – as long as the refusal was not due to fraud, and your attendance remained above 80%, you will be eligible for a refund of £6,850.

2) I paid a deposit of £8,000 and received a credibility visa refusal during the first week of registration, do I receive a refund?

Yes – as long as the refusal was not due to fraud, and your attendance remained above 80%, you will be eligible for a refund of £7,850.

3) I paid a deposit of £8,000 and received a credibility visa refusal during my second semester, do I receive a refund?

No – as you have completed a full semester, no refund for that semester will be available.

4) My situation isn't covered in the table, am I eligible for a refund if I withdraw from studies?

Please refer to the Terms and Conditions provided with your Unconditional Offer Letter for all other fee and refund eligibility.

5) I am withdrawing from the course following a visa refusal, and have received a refund. Will I receive a transcript or certificate from my course?

No. Where tuition fees are refunded, no transcript or certificate of completion of the course to that point will be available.