

REFUND OF TUITION FEE POLICY & PROCEDURE

1. POLICY STATEMENT

The Refund of Tuition Fees Policy is designed to ensure PLC maintains a fair and consistent way in all their dealing with their learners whilst simultaneously ensuring protection from financial loss. The Policy provides guidance for the processing of refunds for fees due when a learner withdraws from a programme. PLC advises learners to contact the Administration team immediately after they receive their enrolment letters to confirm receipt and accuracy of information.

2. REFUNDS PROCEDURE

1. Contact PLC requesting refund and attach original PLC admission documents. The date this is done will act as your Notification Date.
2. Once received, the information will be processed and a decision will be made and communicated to the student within 4 weeks. Refund is made within 8 weeks.

3. THE TERMS AND CONDITIONS

PLC reserves the right not to refund payments where the refund of tuition fee procedure has not been firmly adhered to and may do so at their discretion. Full refunds of programme fees are granted only where PLC cancels a programme.

PLC procedure on refunds upon withdrawal is as follows:

- ✓ **Refunds less an administration fee of GBP300** may be granted when PLC receives notification to withdraw from the chosen programme at least four (4) weeks prior to the start date.
- ✓ **Refunds less an administration fee of GBP300** and the respective programme deposit fee may be granted at the college discretion (exceptional circumstances) when notification to withdraw from the programme is received less than Four weeks (04) but at least Two weeks (02) from the start date of the programme.

In the event of cancellation of admission/registration, **cancellation charges that MUST be paid by the student within 30 days of invoice date**, is, as shown below expressed as a percentage of the total amount of tuition fees for the course applied for.

For Cancellation of admission occurring	Percentage
A- between 2 and 4 weeks from course start date (at College discretion)	25%
B- over 7 days but less than 2 weeks from course start date	50%
C- within 7 days of course start date (Postponement or cancellation)	100%

No refunds are permitted or shall be made where a student:

- ✓ had received their Admission and less than 4 weeks before programme commences requests withdrawal from college - whatever changes in their personal circumstances;
- ✓ is temporarily/permanently removed or suspended from the College attendance register due to poor/non-attendance or misconduct,

TRANSFER OF FEES

Students who do not attend for bona-fide reasons may request fees to be transferred to the account of a relative or friend provided such a request is made within the time scale as mentioned above. Where PLC decides to accept such a request, the fee will be transferred in full **less a GBP300** administration fee. PLC is under no obligation to accept all requests made and such decisions are at the discretion of PLC. If the transfer is in favour of an existing student, PLC will credit the account of the student. Under no circumstances will PLC refund the money directly to a student when the learner account is in debit.

METHOD OF REFUND

- ✓ If a refund application is successful and authorised, PLC will only make payment back to the student who initially made the payment. If a payment is made by credit/debit card then the refund will be made directly back to the same credit/debit card.
- ✓ All other refunds are payable by crossed cheque or bank transfer.

All learners registering on any course of study at PLC are required to sign and return a notice of acceptance of the terms and conditions of any offer of a place made. In the event that the signed form is unforthcoming for whatever reason any payment made on account of fees shall be construed as an acceptance unless notification is received informing PLC of otherwise.

**DATE APPROVED BY THE
MANAGEMENT COMMITTEE
CHAIRMAN BY THE CEO**

CEO SIGNATURE: RAZAQ MOHAMMED