



COLLEGE PAYMENTS, REFUNDS & COMPENSATION

Policy Statement

The College is committed to providing its students with high quality learning opportunities that conform to national standards. Accepting a place at the College entails a reciprocal commitment to meet all stated deadlines for payments. Sole responsibility for ensuring that payments are made lies with the student, even where students may be in receipt of funding (i.e. not with the Student Loan Company, any other sponsor or funding body).

Non-payment

We appreciate that the large majority of our students make payments in a timely way, and we are grateful for that. In order for the College to fulfil its mission as part of AoG Inc, and its commitment to all students, it is also necessary to have sanctions for non-payment. We shall therefore implement and manage a process that we believe to be fair, proportionate and in accordance with the Consumer Protection Rights of students.

Withdrawals, Interruptions, Termination of Studies

Where a student accepts the offer of a place at the College, and signs and returns the acceptance letter, this establishes an agreement between all parties. Because this is considered to be conducted at distance, the student has 14 days from the date of signing the agreement to change their mind and cancel the agreement, with full and prompt refund of any acceptance fee.

A student's liability to pay tuition fees arises only when the student enrolls on the programme. At that point, unless within the above 14 days of signing the agreement, the student becomes liable for tuition fees for the whole academic year.

Where a student interrupts their study, it must be assumed that it is with the intention of resuming studies within a reasonable timeframe. As a result, temporary suspension of tuition payments during the period of interruption is permitted in accordance with criteria set out by the College from time to time.

Exceptional Circumstances

Any application for a delay to payment citing extraordinary circumstances for a student must be presented in writing, in the first instance to the College Academic Manager. The College Governors will consider the circumstances and a decision will be given in writing, normally within two weeks of receiving the request.

Refunds

Upon enrolment, the student becomes liable for tuition fees for the whole academic year. If a student believes that a refund is due because of cutting short their programme of study, they should contact the College Administration as soon as possible. They will be notified as to whether a refund is due, and if so with what limitations are agreed subject to the Consumer Protection Policy.

Compensation

The College is committed to providing programmes of study that are materially as advertised though small changes may be unavoidable. In some cases compensation may be due under our Student Protection Policy, in the event of the non-continuation of some or all of its provision. In such cases, the College will offer financial compensation to students where they suffer demonstrable, material financial loss as a direct result of the disruption of their studies. Details are available from the Academic Manager.

Any claim for compensation needs to be made, in the first instance, to the Academic Manager. This will be reviewed by the Board of Governors and a full response given, normally within 14 working days of the claim being received.