

## Policy for the Refund of Deposit / Tuition fee

When accepting an offer of a place of study at IC Training Centre, a prospective student is required to pay the full amount of the tuition fees for their selected course as set out in our most recent publicity material including the web site. Tuition fees, as agreed by the student in the Terms and Conditions and in the Learning Agreement signed on induction, will NOT normally be refunded.

This includes, by way of example only, if;

- an international student obtains a visa to study at the Centre, enters the UK, but then chooses not to take up studies at the Centre
- a student enrolls on a chosen course of study, is inducted into the Centre, but then discontinues the course
- a student is removed from the Centre due to non-compliance with the Centre's Admissions Policy. Such as Procedure of Attendance monitoring, serious misconduct or other similar reason
- a student is continuously late or absent to an extent that prevents learning or is contrary to minimum requirements, which includes but is not restricted to those set by a partner college or other relevant body, or leaves before the course ends
- the student changes their mind after the start of their course. They cannot, for example, reduce the number of hours they study per week and convert these into one-to-one classes. They cannot reduce the number of hours to study per day in order to lengthen the duration of their course (only applicable to English Language / DAL tailor made Courses)

The deposit/tuition fees **MAY** be refunded in special circumstances. These include, but are not limited to, if;

- a student wishes to cancel a booking and gives two weeks' notice in writing before the start of the course
- a student wishes to cancel an accommodation booking and gives one month's notice before the start of the stay
- a prospective international student has made a deposit of their fees, but then fails to obtain a visa to study at the Centre. In this case the student or his/ her consultant must send scanned copies of their DAL Offer Letter/s, Visa Refusal Letter and passport by e-mail to the Centre for verification
- a prospective international student obtains a visa to study at the Centre, but then, before entry to the UK, decides not to take up the offer of admission
- there are strong compassionate or health grounds, supported by the presentation of suitable evidence.

In addition, the Centre **MAY**:

- Where the Centre terminates a course which has already started, the student will receive a full refund of all amounts paid
- Reimburse additional travel costs for students in an event of a change in the location of their course, or will make funding available to offset these additional costs (applicable to Higher Education students)
- Commit to honour eligible students' bursaries (applicable to Higher Education students)

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- Compensate maintenance costs where it is not possible to preserve continuation of study (applicable to Higher Education students)
- Compensate for tuition and maintenance costs where students have to transfer to alternative courses or providers due to a closure of a programme, including payment to cover any tuition and/or maintenance costs incurred by a learner where these are of a greater value than they would have incurred had the Centre continued to deliver a course for which they were enrolled. (applicable to Higher Education students)

If after enrolment the student decides to withdraw from their course for any other reason, they will not get a refund.

An application for a refund must be made with the Tuition Fee Refund Application form (available from the website or in soft / hard copy via email on request) submitted to the Finance Department. A decision will be made by the Finance Manager, which is subject to review at the discretion of the CEO / Principal, whose decision is final, there being no further appeal. The decision will aim to take into account all the known circumstances and the overall reasonableness and fairness of the case.

A refund, if approved, will be limited to the tuition fees paid to the Centre less an amount proportional to the time spent by the student at the Centre. Please note the following is non-refundable: registration fee and any bank charges incurred. The Centre shall not be liable in any case for monetary loss suffered due to currency fluctuations or any other consequential loss. Due to the above procedures the Centre requires a minimum period of 45 days to process any refund.

If a student cancels his / her course in writing via the Admissions Team at [admin@ictraining.co.uk](mailto:admin@ictraining.co.uk) in cases other than the visa refusal, the Centre will within the cooling off period issue a full refund minus registration fee (£250 for up to 14 days (2 weeks). If the course is cancelled outside the cooling off period but before the start of the course- a full refund minus £500 will be granted. The Admissions team will then send student an email confirming the status of the refund.

<b><u>REFUND TABLE</u></b>	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less £250 (registration fees)
Cancellation of enrolment with 14 days of initial application	Tuition fee - £250 (registration fees)
Cancellation of enrolment after 14 days of application	Deduction of £500 (inclusive of registration fee) from the tuition fee
Cancellation after start of the course	Deduction of £750 (£250+£500)
Visa cancelled due to actions of student <ul style="list-style-type: none"> <li>• Within cooling period- Deduction £250</li> </ul>	Deduction of £750 (£250+£500) <b>(After start of course)</b>



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<ul style="list-style-type: none"><li>• After cooling period, but before start of course- Deduction £500</li><li>• After start of course- Deduction £750</li></ul>	
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To whom refunds can be made:

- Any refunds can only be made to the original payer (the person who made the payment to IC Training Centre) using the original method of payment (e.g., bank transfer, credit card). If the fees are paid by card, the refund will be made to the same card.
- Refunds for students whose tuition fees are paid by a sponsor (applicable to Higher Education students)
- Refund policy for visa refusals (applicable only to Student Visitor Visa and Extended Student Visitor Visa)

If your visa application is refused we will refund your fees. You must apply for a refund before the start date of the course, using the Tuition Fee Refund form (available on our website).

If your visa application is refused on grounds of documents submitted were fraudulent, the Centre accepts no responsibility to refund.

If your visa application is refused on the below grounds, the Centre will refund full fees, minus £500 if we are notified less than 2 weeks prior to the start of the course:

- You did not provide the necessary documents, or the documents were inadequate
- You did not demonstrate adequate financial support (maintenance)
- You applied for your visa too late
- Any other reason

In order to reduce risk of visas being rejected The Centre strongly recommends getting professional advice from the local visa consultants or reputable agents. UK Visa & Immigration (UKVI) regulations are updated frequently, and while the Centre provides occasional general updates as a courtesy service to students, it is the student's sole responsibility to ensure that they are familiar with the most up to date UKVI regulations. Students on a visa must familiarise themselves with UKVI regulations and at all times abide by the conditions of their visa. The Centre accepts no liability for incomplete or inaccurate visa applications being supplied.

If the Centre documents have been unsatisfactory and served as the reason for a visa refusal of the official refusal letter, the Centre is committed to a full refund.

Students intending to apply for a visa to study at the Centre are required to provide all relevant supporting documentation relating to previous qualifications and experience (if applicable). Where a student has failed to supply such documentation their application may be delayed.

All documents supplied to the Centre to support a student's visa application **MUST** also be sent to UKVI/The British Overseas High Commission, to support their visa application. Failure to do so may result in the student's application for a visa being refused. The Centre reserves the right to disclose students' details, including academic progress and attendance rates, to the UKVI.

Please note that the average cost of living in London is highly competitive, and differs from area to area. Students are therefore advised to ensure that they research the area and these average costs

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before enrolling on any of the courses as well as seeking guidance in relation to expenditure from the UKVI.

Education Agents are not authorised to accept payment on IC Training Centre's behalf.

Refunds paid if IC Training Centre's defaults:

A full refund of all unused pre-paid fees will be made if a course is cancelled by the Centre for any reason. In this instance a refund will be made in 2 weeks.

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid fees by IC training Centre or placed in an alternate course if acceptable to the student and agreed to by the student in writing and evidence kept on the student file.

**Refunds due to provider default in this instance will be paid within 14 days.**

### Refund policy for courses purchased directly from the Centre

This section applies only to students purchasing the course directly from the Centre.

Bookings made remotely (by telephone, email, online except for booking in person at the Centre) may be cancelled within fourteen (14) days of the initial application via the Admissions Team at [info@ictraining.co.uk](mailto:info@ictraining.co.uk). This 14-day period is called "the cooling off period".

If you cancel within the cooling off period, you must tell us in writing. Cancellations made by phone will not be accepted. You must keep evidence of your cancellation within the 'cooling off period'.

For the avoidance of doubt this clause applies only if the student is not physically present at any time throughout the conclusion of the sale. Students will not be entitled to a refund if they cancel their course under this clause after the 14 day period stipulated above.



Handwritten signature and date: 6/1/23