

New London Educational Trust



Refund and Compensation Policy

Version 1

January 2023

75-81, Sceptre House, Staines Road, Hounslow, London, TW3 3HW, United Kingdom

Refund and Compensation Policy

1. Introduction

A student may be eligible for a refund where there has been a reduction in their fees or if they have overpaid their tuition fees. The following circumstances may result in fee revisions:

- Withdrawing from a programme,
- Suspending studies (deferral),
- Change in mode of study (full time to part time or vice versa),
- Eligibility for a tuition fee discount,
- Bursary,
- Scholarship and/or tuition fee waiver,
- The student has changed from self-funded to being funded by Student Finance England or a sponsor (e.g. Employer)

2. Course Fees Calculation

The course fee is normally the full price of the course and is calculated as a single payment for the academic year. It is expected that this will be settled no later than the first day of enrolment. The course fee includes fees for registration, tuition, assessment/examination, and a single re-assessment. It also includes an application fee payable due when the application form is submitted. This is non-refundable. For students wishing to attend the graduation ceremony, there will also be an additional graduation fee.

3. Refund to Source of Funding

A refund can only be calculated once a withdrawal request is approved and processed. Fees shall only be refunded to the fee paying person or organisation and we do not make payments to any third party. They will be paid by the same method and to the same account as the money was originally paid to NLET. This is in order to comply with money laundering regulations, and no exceptions can be made. The refund form must be completed to apply for a refund in all cases.

4. Relevant Dates

The enrolment date is normally determined by the term start date in the offer letter. It is the student's responsibility to formally notify NLET of their withdrawal at the point at which they leave the course by completing the withdrawal form. The date of withdrawal will be the date at which a completed withdrawal form is authorised by the Administration Department.

5. Total Withdrawal

NLET's 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 NLET in writing within 14 calendar days after completing the registration process or 14 calendar days from the official course start date; whichever is later. Cancellation within this period will entitle the student to be refunded any deposit/fees paid. Application fees are not refundable. NLET retains the right to charge a proportion of the annual course fee for cancellation after this period as indicated in the table below.

6. Calculation of Refunds

The course fee paid will be refunded in its entirety upon receipt of a completed Refund Request form up to fourteen calendar days from the commencement of the course, where the student has enclosed proof of payment with supporting written evidence where appropriate. The following table indicates the refunds available to students after 14 days from enrolment:

Liability Point	Amount Charged of Total Fee	Refund if Paid in Advance
Within 14 calendar days from course start date	0%	100%
After 14 calendar days from course start date	25%	75%
Day 1 of second term	50%	50%
Day 1 of third term	100%	0%

7. Temporary Withdrawal or Deferral of Studies

A Temporary Withdrawal is defined as when a student's learning is temporarily suspended with the expectation that they return. In this scenario, fees to be paid for the year in which a student temporarily withdraws will be calculated according to the mechanism set out in the above table. Refunds will not be issued for temporary withdrawals and any resulting credit will remain on the student's account to be carried forward to when they resume their studies and count towards further fees charged.

8. Commencement of Study after Deferral

Before returning to the course, it is the student's responsibility to make the necessary arrangements with NLET including confirming their intended return date. The NLET Admissions Department will then communicate with the Finance Department to ensure that the correct fee is charged to the student upon their return to study.

9. Student Loans

Where the student is supported through the student loan system, NLET must receive satisfactory evidence of financial assistance from SLC towards the cost of tuition fees by loan or grant. The student will be liable for fees until NLET receives evidence and no refund shall be made to the student until NLET has received the appropriate fee from SLC. If loan applications are rejected the student will remain liable for fees accrued. Where a student has had their loan application rejected, alternative funding options will be discussed with them. NLET will retain SLC loans for students who are SFE funded and decide to completely withdraw. Any over payment from SLC will be returned to SLC. For students who are SLC funded and decide to temporarily withdraw or defer, NLET will notify SLC and the structures outlined above will be implemented.

10. Sponsored Students

NLET must receive satisfactory evidence of financial assistance from sponsors. Students will be liable for fees until NLET receives evidence of funding from sponsors and no refund shall be made to the student until NLET has received the appropriate fee from the sponsor. Any overpayments from sponsors will be returned to the sponsor as per section 3. or carried forward to subsequent study on receipt of a formal request in writing from the sponsor. Refunds will be calculated according to the mechanism set out in section 6 above. It is the student's responsibility to ensure any agreed sponsorship of tuition fees is paid within 30 days of enrolment. In the event that a student's sponsor withdraws sponsorship or does not pay within 30 days, the tuition invoice will be issued directly to the student during the period of enrolment and must be paid with 14 working days.

11. Students who Pay their Own Fees

The invoice will be issued directly to the student and must be paid with 14 working days. Any overpayments will be returned to the student or carried forward to subsequent study on receipt of a formal request in writing from the student. Refunds will be calculated according to the mechanism set out in section 6 above.

12. Change of Location of Course Delivery

Where a change to course delivery location becomes necessary and such was not already communicated to students on enrolment, NLET will supplement the travel costs from NLET to the new location.

13. Student Bursaries

Where approval is made to a student to receive a bursary to cover any part of their course, such commitment will be honoured by NLET in accordance with the terms and conditions originally stipulated.

14. Discontinuation of Study

Where for any reason it has become impossible for NLET to continue operating, financial assistance will be provided for the student to enable completion of the term where such an event takes place in addition to the refund policy specified in section 6 above.

15. Transfer of Study

Where there is a cessation of a programme, every effort shall be made by NLET to assist the student to complete their programme at no extra cost to the student. Where internal transfers are not appropriate or feasible, NLET will signpost learners via the National Careers Service. In addition, NLET will compensate students for tuition and maintenance costs where students have to transfer their course or transfer to another provider.