

WEST LONDON COLLEGE

International Language School Refund Policy

Effective from 1st September 2018

This policy applies to student fees related to applications made via the International Language School at West London College

1. Purpose

It is our aim to provide all of our stakeholders with a transparent refund policy. This policy applies to tuition fees unless otherwise stated.

Stakeholders in doubt about the meaning of any College regulation or policy should seek clarification from an appropriate officer of the International Language School (ILS).

2. Administration Fees

The International Language School has a refund administration handling fee of £250 for processing a refund application (£120 for Summer School applications **only**).

3. Refunds Principles

- 3.1 Refunds are considered only under exceptional circumstances.
- 3.2 Please note that a minimum period of 30 working days is required to process a refund.
- 3.3 Refund applications should be submitted within 30 working days from the date of withdrawal notice or start of the course, whichever is applicable. If an application is submitted after 30 working days, it will be automatically rejected.
- 3.4 If you have applied for your course through a College representative, any refunds will be issued via the same representative.

4. Full Refunds

Refunds are granted for the following reasons:

4.1 **Full refunds** will be given to students if the College is unable to offer an advertised course on the advertised start date or within two months thereafter due to insufficient student applications or for any other reason.

4.2 A **full refund** will be given to students where visa refusal is caused by any mistake of the College.

5. No refunds will be granted under the following circumstances:

5.1 Once a Visa sponsorship letter¹ has been issued, **no deposit refunds**² will be granted if the student changes their mind about applying for a visa or about joining the College course they have applied for. If an applicant is refused a visa in the year of entry on the course but wishes to reapply for the same course, the deposit will be carried forward.

5.2 Once a Visa sponsorship letter¹ has been issued, **no deposit refunds**² will be granted if the visa is refused due to insufficient funds (i.e. 0 points awarded by Entry Clearance Officer).

5.2 Once a Visa sponsorship letter¹ has been issued, **no deposit refunds**² will be granted if the visa is refused due to an unsuccessful student visa interview.

5.3 Once a Visa sponsorship letter¹ has been issued, **no deposit refunds**² will be granted if the student visa application is refused due to the non-submission of the listed documentation, as per the CAS statement, or if the student or guardian has withdrawn the required funds which were considered in issuing the CAS statement.

5.4 Once a Visa sponsorship letter¹ has been issued, **no deposit refunds**² will be granted if the Home Office refuses a visa due to fraudulent documents that have been used in the visa application.

5.5 Late enrolment on a course may be granted upon request. However, no refunds will be granted for missed classes.

¹ In the case of Tier 4 visas, this is a Confirmation of Acceptance for Studies (CAS).

² If a course requires full payment at time of booking, that is considered to be the deposit.

5.6 No refunds will be granted if a student is withdrawn and/or deported from the UK as a result of their failure to comply with the UK Home Office TIER 4 attendance and performance regulations.

6. Partial refunds may be granted, in the event of a withdrawal, visa refusal or suspension of a course.

The amount of the refund will depend on the timing of the withdrawal and the programme of study being followed by the student.

Partial refunds due to visa refusals will only be considered after an admin review has been submitted and a decision has been made, if applicable.

The student will be liable for each month in full that they have attended. The standard mechanism for calculating fee refunds is as follows:

Liability Point	Refund from total fee paid
Student withdraws after attending up to 30% of the course	50% of fees less the administration fee
Student withdraws after attending between 30% and 50% of the course	25% of fees less the administration fee
Student withdraws after attending more than 50% of the course	No refund.

The percentage of the course which has been attended will be determined based upon the month of the formal withdrawal letter issued either by the student or the International Language School, against the total duration of the course.

7. Deferrals

Students who are unable to take up their place on the course for which they have applied, may apply to the College to have their application and fees transferred to another start date. The College reserves the right to refuse to make a transfer, and may charge a transfer fee of 1/3 of tuition fees in spite of the student getting a visa in the correct time.

Please note: It is at the College's discretion to grant or refuse a deferral.

8. Procedures

A student who considers submitting a refund application must address it to the International Language School for consideration. Any refund must be made in writing following procedures and must be signed by the student. Applications must enclose any supporting documents and/or statements. The International Language School will check each formal application and supporting documents against the Refunds Policy for International Students. Every formal application will be considered fairly.

9. Appeals

There is a right of appeal against a decision with 14 days from the day of the decision letter.

Appeal must be addressed to the Head of the International Language School. Fresh evidence or grounds for application can be brought up at this stage, but the Head's decision is final. The appeal's outcome need not reiterate the reasons if they are the same but will address any fresh evidence or new grounds.