

## POLICY FOR CANCELLATION, REFUND OR CHANGE OF ENROLMENT



Upon enrolling in a course with any school, a student is entering a legal agreement under common law, in which they agree to abide by the conditions of enrolment (including meeting stated payments), in exchange for the service offered by the institution in the delivery of the course. *Please note, The Academy can not be held liable for changes in your circumstances.*

In a situation where a student wishes to cancel or change their enrolment, and as a measure of goodwill, The Academy will allow the following options. A student may only take up one of these options once.

- 1. For a period of 7 days** from enrolment, a refund (less £75 administration fee) will be given if the student notifies the school's administration department in writing. For this to apply, a letter must be received within the 7 day period, either by fax, email or mail. The onus is on the student to ensure and confirm that written notification of withdrawal is lodged. The school will not be responsible for messages going astray.
- 2. For a period of 30 days** following receipt of their login to the Virtual Campus; a student may apply for special consideration; to swap their course for another course The application for special consideration must be made in writing (not by telephone), and be accompanied by a letter explaining why the student wants to change the enrolment. An administration fee of £50 will apply in these circumstances. The Academy will provide credit for monies paid for the original enrolment, against the new enrolment (ie. new course or person), but will not give any monetary refund or credit against other purchases.
- 3. For a period up to 2 months** following receipt of login to the Virtual Campus, a student may apply to transfer their enrolment to a friend, relative or colleague who they have found, and who agrees to take over the enrolment An application for special consideration must be made in writing (not by telephone), and be accompanied by a letter of explanation. An administration fee of £75 applies. The Academy will provide credit for monies paid for the original enrolment, against the new enrolment (ie. new course or person), but will not give any monetary refund or credit against other purchases.
- 4. At any time** during enrolment the student may apply to defer their studies for a 6 or 12 month period. Such an application must be supported in writing by documentation that explains why they cannot continue their studies for a period of time (eg. a letter of explanation). Recommencement fees may apply, please contact the Academy for more details.