



Centre for Teaching in
M a n a g e m e n t

Refund Policy & Procedure

Last Review date February 2014

Next Review date February 2015

Payments

Students are required to pay a deposit of half of their tuition fee on acceptance of the offer of a place by the College. The balance of the tuition fee is payable on registration with the College.

Refunds

1. Where a student has applied directly to the College a full refund will be given if the application is declined by the College.
2. Where a student has applied through an agent or officer, a full refund less £250 will be given if the application is declined by the College.
3. A full refund of any fees paid less a £250 administration charge will be made in the event that a student's visa application has been refused due to an error, omission or oversight of the College
4. External charges such as credit card commissions and bank fees will be deducted from refund amounts if they apply.
5. If an application for a student visa is rejected by the British High Commission/British Embassy because of some fault of the student whether by omission or commission, for example the failure to submit the correct documentation (as stated in CAS Statement) or provide the correct evidence of maintenance (funds) as required in the Home Office mandated form, CTM will not supply another CAS number and the student will not be eligible for a refund of fees paid.
6. If student is refused entry to the UK by the Home Office because the Home Office deems that the student has insufficient command of English to follow the course for which he or she has applied, the college reserves the right to withdraw the CAS and no refund will be due
7. If on interview a student fails to convince the Home Office that he or she is attempting to enter the country for the purpose of study (i.e. that he/she is a genuine student) then no refund shall be due from the College
8. Where a CAS number allocated to the student by the College expires because a student has failed to apply for a student visa during its currency that shall not be grounds for a refund of any money paid by the student.

9. In the event of a student visa being granted as a result of deception, for example as a result of presenting false documentation to the College or any agent of the College, the student forfeits a right to refund for fees paid, and may be excluded from the College.
10. Students should note that the College does not refund tuition fees paid once the British High Commission/Embassy has granted the student a visa to study in the United Kingdom. No refund will be made to a student where the CAS number issued by the College to a student becomes obsolete because that student wishes to take up or has taken up a place at another institution.
11. Any request for a change in course or deferral will be at the discretion of the College Principal
12. Should it become necessary to cancel any course all students will be offered a course at the same academic level and similar academic discipline. In these circumstances no refund will be payable
13. If by reason of a change in government regulations or other similar reason a student should cease to be qualified for the course of study on which he or she is enrolled then the college undertakes to provide an alternative programme for which the student is qualified. In these circumstances refunds will be at the discretion of the College Director and will not be offered where the alternative course offered is preparatory to the course on which the student was originally enrolled but for which he or she is no longer eligible.

Procedure

If a student or agent believes that the student is eligible for a refund of the deposit/tuition fees paid, application should be made to the College in writing on the refund request form, which is available on the College website Policy & Procedure page.

The completed form should be returned to the College together with all original documentation issued by the college, scanned copies of the Refusal Letter and Student Passport. Any refund will be made to the person or organization that made the payment which is being refunded.