

Fee and Refund Policy – including Loans and Instalment Plans



For all courses, it is expected that you will attend regularly and complete your course. We understand that circumstances may prevent you from completing your course, especially courses that require a year long commitment. However, the fees for your course must be paid for in full before the end, even if you have withdrawn from the course.

Course fees paid in instalments

For some year long courses, you can apply to pay in instalments. You will be given an instalment plan by admin staff when you enrol, which will set out how much you will pay each term, and the dates by when you should pay this.

By enrolling on to a course and signing the learning agreement, you are required to pay the full course fee as set out in the instalment plan. If you do not attend regularly or have to withdraw from your course, you will still be required to complete your payments, (the only exception being if we reschedule your course or you have a medical certificate - see Refund Policy below).

You will be unable to enrol on to any further courses if there are outstanding payments due.

24+ Advanced Learning Loans (from the Student Loans Company)

For some eligible year long courses, you may decide to take out a loan from the Student Loans Company. It is your obligation to repay the Student Loans Company under the agreement that you have with them.

By enrolling on to a course and signing the learning agreement, you are required to pay the full course fee. However, the Student Loans Company will pay the fee directly to us in instalments, on your behalf. If you do not attend regularly or have to withdraw from your course, the Student Loans Company will stop paying your fees. Therefore, you will be required to pay the remainder of your fees directly to us, (the only exception being if we reschedule your course or you have a medical certificate – see Refund Policy below).

You will be unable to enrol on to any further courses if there are outstanding payments due.

Refund Policy

A full or partial refund of your course fee will only be made when:

1. We close, merge or reschedule your course and you cannot attend the alternative
2. There is a medical reason why you can no longer attend, supported by a certificate or doctor's letter. An administrative charge of £10 will be made for this refund.

If you withdraw from a course for any other reason, a refund cannot be offered.

Please complete a 'Refund' form and hand it to a member of staff in reception. Once your form has been processed and approved by the admin manager, a cheque will be sent to you. If you have paid by debit or credit card, we can process your refund immediately, but only on to the original card used for payment. If you have paid by cash, the refund will take at least one week.

We do not provide refunds where individual sessions have to be cancelled, but will make every effort to offer an alternative session.

I understand the refund policy of Adult Learning and Skills Service

Name..... Signature..... Date.....