

London School of Science & Technology

FEE REFUND POLICY FOR THE ACADEMIC YEAR 2010/2011

Introduced Date:	March 2006
Last Review Date:	March 2009
Current Review Date:	March 2010
Next Review Date:	March 2011

Responsibility for implementation **Principal**



Financial Terms and conditions

The following terms and conditions apply for all courses run by London School of Science & Technology.

INTRODUCTION: BACKGROUND AND CONTEXT

- The School exists to provide education and training.
- This policy relates to provision education and training at London School of Science & Technology.
- For further clarification of the policy, please contact Mr A. Rashid, Finance Officer, Finance Department, Alperton House, Bridgewater Road, Wembley, Middx, HA0 1EH, UK.
- Where the policy refers to students entering into a contract with the School it is understood that where an employer or other sponsor undertakes the responsibility for the fee the contractual responsibility relating to the payment of the fee and any subsequent refund of fee equally applies.
- The School is by status is a private Higher Education Institute and does not receive any financial help or support from local authorities or government agencies. The School Management sets fee rates and levies fees, in order to cover the cost of the education and training it provides and to maintain the school.
- As a business operation the School seeks to maximise its income and, in return, aims to offer education and training of the highest standard. Where appropriate, the School may make refunds to students if their request meets the refund criteria.
- When booking on to a School course, a student enters into a contract. The School's contractual obligation is to provide the training as described in this Policy, subject to the

availability of resources and viable student numbers. In circumstances where the School cannot meet the terms of the contract it will, without question, refund the fee paid. A student booking on to a course, or accepting a place is making a commitment to undertake an education or training programme.

- Any student booking on to a School course in effect reserves for himself/ herself a place. This may, when places are limited, result in a place being denied to another, and may therefore result in a reduction in the numbers the School is able to recruit and resultant loss of income.
- The School will not normally automatically refund a fee paid where the reason is a change of mind by the student who has booked/accepted a place.
- The School will refund fees when the refund criteria have been met.
- The School is committed to achieving consistency and equality in determining whether or not to make a refund. In cases of hardship the student should discuss their situation with the Finance Officer who may be able to arrange for them a flexible instalment plan.
- For the purposes of fee refunds, the School does not differentiate between students on the basis of national origin. Students who come from areas where a visa is required to study in the UK, in certain circumstances, will find that their request for a refund is determined by their visa status
- In circumstances where a refund of course fees is to be made in respect of a student, unless authorized otherwise, the School will normally pay the refund directly to the organization or individual who made the payment of the fee to the School.

For All Students Full time students:

FEES



- For full time courses, a minimum deposit of £2000.00 (or full fee, if less) is required at the time of registration for up to 03months.
- Fees sent from outside the UK should be paid by banker's draft or bank transfer. Fees paid in person at the College can be by banker's draft, cash or credit / debit card.
- The balance of fees due is payable prior to the start of the first course or an instalment facility has been previously arranged. In case of an agreed instalment plan supplementary charges may be applied.
- Fees are published separately for each term and are payable by all students at the time. If the student has paid the full fee prior to the publication of the new fee the original fee will apply.
- The registration and deposit fees are payable at registration.

- Fees are established on an annual basis and can alter between years.
- Payments received via cheques or credit cards or drafts must clear before the application is processed. Dishonoured cheques or drafts will result in a charge of £30.00 to cover administration costs and bank charges. The School reserves the right to cancel the agreements at any time.
- All fees include VAT where applicable.
- All course fees quoted by LSST include any amount payable to external bodies.
- All information provided and prices provided on the LSST website, on enrolment forms and through other promotional channels are believed to be correct at the time of printing. The external elements may change subject to increases levied by awarding bodies.
- Where there is a credit balance on a student's account then this will be refunded to the student at the end of a period of study at the School.
- Students failing to pay their fees according to the agreed instalment plans for more than 10 working days will have their admission suspended. For re-admission, the student would have to pay the FULL balance of tuition fees and £100.00 administration charge.
- Failure to appear at the agreed starting date without written notice will mean forfeiture of fees and the School will have to notifying the Home Office.
- For all programmes the School will assist the student to register with Awarding Bodies once enrolment and registration with the School have taken place. It is the student's responsibility to register with awarding bodies/University through the School. Once registered with awarding bodies/University, the student must ensure at all times that their personal details and exams progress are up-to-date and accurate by accessing their account via the University/Awarding Bodies websites.
- Where examination and other fees are payable to Awarding bodies/University then the School will collect the fees from the student and pass them on to the Awarding bodies/University. Here the School is not acting as an agent for either the student or awarding bodies/University. It is the student's responsibility to ensure that financial and academic deadlines set by the School and/or awarding bodies or Universities are met.



REFUNDS

- The school will refund the account or individual that it initially received the fee from. If a student wishes to authorise someone else to collect the refund on his/her behalf, the School will require an authorisation letter and a valid ID from the authorised person.
- Deposit fees will be refunded in full if the LSST fails to conduct the specified course or offer an acceptable alternative course for any reason.
- Where the School cancels a course which is a mandatory component of a Group Award (e.g. an Edexcel award) and no alternative is provided by the School thereby preventing the student achieve the Group Award, the School will refund the fees for the other elements of the Group Award where the student has already booked and paid the fee and has elected not to undertake these elements of the course.
- Course fees will be refunded if the student fails to obtain a visa and evidence of visa refusal is submitted to LSST with all required documents within 2 months from the start date of course.
- If a student decides not to apply for a visa after the Confirmation of Acceptance for Studies ("CAS") has been issued, will be entitled to a 50% refund.
- The student must inform the School within 30 days of the issuance of Confirmation of Acceptance for Studies ("CAS"), to be eligible for the refund of 50% deposit.
- Discretionary refunds will only be granted to the students who, through no fault of their own and due to circumstances beyond their control, are unable to follow the course.
- The School may specify that satisfactory evidence be provided of these circumstances and may specify what evidence is required or acceptable.
- Refunds will be subject to administration charges.
- The overseas student whose visa applications has been refused and who does not wish to re-apply for a visa, will, on production of a written request supported by a copy of the visa refusal letter, be refunded within 60 days. The fee paid less

administration charges of £150.00 plus any courier and deferral/transfer charges or other expenses which have been paid by LSST on behalf of the student.

- LSST is required to report to the UK Border Agency ("UKBA") those students whose attendance is defined by the UK Border Agency as being unacceptable. Where a visa renewal is refused because of poor attendance or other good reason, LSST will not refund any fees standing to the credit of a student's account. (For further details see the LSST Attendance Policy)
- If a visa is refused a student may request an administrative review whereby their case can be reconsidered by the British Embassy and no refund will be made until the outcome of the review is known.
- The School reserves the right to dismiss any student at any time for behaviour which is deemed to be unprofessional, inappropriate or disruptive to other students/Staff. No fees will be refundable for any student dismissed under this section.
- Where the fee has been paid in full, a refund less the deposit can be made, provided written notice is received by the School within 2month from the start date of the booked courses After this date (2 months from the start date of the course booked) neither complete nor pro rata refunds can be made.
- In the event of visa refusal, a student is required to contact London School of Science& Technology ("LSST") and seek advice regarding the transfer of the deposit and the fees for the next intake (*this option can only be used once*).
- For reasons other than those stated above, no refund will be made other than in exceptional circumstances and at the discretion of the Principal and the CEO of the School.

For All Part Time/Full Time provisions:

Part-time provision (except in each case where payment of the fee was part of a process that enabled the student to gain entry to the UK for the purpose of study)

- (a) Up to thirty calendar days before the commencement of the part time course the fee paid will be refunded in its entirety on written request to the School.
All staffs are required to follow strictly the policy and procedures established.
- (b) During the period from less than thirty calendar days before the start of the course up to half way through the course, a percentage of the short course fee proportional to the amount of the course remaining at the time of claim for refund, subject to a limit of 90% of the course fee, will be refunded on written request to the School in the following circumstances:
 - the individual was unable to attend the course because of medically certificated illness for a period of time no less than 25% of the course

- the individual was unable to commence or complete attendance at School because of legal constraints, for example:
 - Inability to obtain/maintain/renew a visa;
 - Imprisonment;
 - Requirement to undertake jury or military service.

(c) Where the student has incurred a liability to pay fees (but in fact has not yet paid such fees), the payment of the fee will not be pursued if the student leaves within the first four weeks of the course (i.e., in effect the full fee will be refunded). From that point up until halfway through the course, an element of the fee will be sought proportional to the time of the course that has elapsed (i.e., in effect a partial refund will be made). After the mid point of the course the full fee will be sought (i.e. in effect no refund will be made).

(d) For reasons other than those stated above, no refund will be made other than in Exceptional circumstances and at the discretion of the Principal and the CEO of

TRANSFERS / DEFERMENT

- Once Confirmation of Acceptance for Studies (“CAS”) have been issued to third parties confirming full-time student status, no refunds or course transfers or usually course deferrals are permissible other than in the instance of visa refusal. At the discretion of the School, course deferral may be allowed for students who are still overseas awaiting their student visa provided the School is informed of the delay no later than two weeks before the scheduled course commencement date the student has booked for.
- The admission committee will carefully examine the transfer application taking into account class size and other relevant factors, in particular, whether the transfer in interest of the student.
- If the permission is given for transfer, student must agree to apply sufficient study to enable the student to catch up with the course within a reasonable time e.g. 4 weeks.
- If the result of the transfer entails moving to a course where the fees are reduced, the original fee structure will apply.
- If the result of the transfer entails moving to a course where the fees are increased, the additional fee will apply.
- UKBA restriction will apply.
- Students are responsible to update the UKBA, for any change in their circumstances.

- Additionally an important point to note is that since the 5th of October 2009 it has become an offence to change colleges without permission from the UK Borders Agency first. A new visa application must be made for the new course and college.
- An administration charge of £150.00 will be applied by the School per deferral. A maximum of one such deferral will be allowed, after which all monies paid to the School will become the property of the School.
- The School will refuse deferral for visa students where it has reason to believe a student has entered the UK on a student visa and are not attending the School.
- All deposits are non-refundable, cannot be transferred to other students/ institution / university, once the course has commenced under any circumstances.
- International students should note that once the student is in receipt of a visa or entry permit to the UK, there will be no refund of fees and / or there will be no transfer of fees to another institution / university under any circumstances. You are requested to clarify queries prior to the payment of the initial deposit.
- If a student fails to obtain a visa as the applicant did not achieve **30 points** for the sponsor (institute) they will be entitled to a refund for the entire fees (except the £250 admin cost and courier charges).

No refund will be given to a student for the following circumstances:

- a. Failure to return the original enrolment letters issued by LSST, original visa refusal letters, appeal letters issued by the BHC or British Embassy and copy of passport with refusal stamp at least FOUR weeks from the refusal. (Published date).
- a. If the student is asked to leave the country by the United Kingdom Authorities or leave the UK during the programme period without consultation with or a covering letter from the School and are subsequently refused re-entry.
- b. If the disruption to the student's studies is due a conviction, court proceedings or a litigation involving them.
- c. If they have been refused a UK Entry Clearance at any British High Commission or British Embassy due to submission of any fake or forged documents or due to false representations.
- d. If a student appeal against the decision of Refused UK Entry Clearance is in process and decision is pending no refund would be made.
- e. If upon the decision of appeal, the School does receive the original Appeal Decision Letter within FOUR weeks of the decision date.
- f. If you are refused Tier 4 (General) Student entry clearance under paragraph 245ZV of the immigration rules where you are required to claim 10 points for maintenance. No further CAS will be issued under this section.
- g. If a student visa is still being processed and they failed to report within two weeks after the start of course. The school may defer his/her admission to next semester depending upon the availability of course & CAS. The fees may be transferred to next intake. **All the relevant authorities will be informed.**

- h.** Where the student registered for the course and also registered for the Confirmation of Acceptance Studies (CAS) achieved the visa to study in school and but failed to report to school within two weeks after the start of course will not be entitled for any refunds.



DEPOSIT

Once students accept any offers that have been made and conditions set out are agreed to, along with first year or full fee payment an acceptance letter will be issued with other necessary documentation, detailing expenses, accommodation, enrolment dates etc. The deposit required will vary depending on the type and length of course applied for. The School will send acknowledgement of all payments received and the acceptance letter will also confirm the amount received.

LSST Bank Details

Name & Address: ***HSBC Bank***
145, EALING ROAD,
Wembley, Middx, London, HA0 1EH

Account Name: ***"London School of Science & Technology"***

Sort Code: ***40-08-19***

Account No: ***61310127***

SWIFT/BIC No: ***MiDLGB22***

IBAN No: ***GB42MiDL40081961310127***

Reference Number: **your ID or initials and surname** **Amount:**