

Refund Policy

- a) All prospective applicants are required to submit an Application/Interview fee along with their completed Course Application Form. The Application fee is non-refundable, and the Interview fee is non-refundable post interview, for both withdrawn and unsuccessful applicants, provided the course applied for goes ahead. Should a Level 3 or Level 4 Course be cancelled due to insufficient applications being received, then the full Application/Interview fee will be refunded to each applicant within 10 working days. If a Level 2 Course is cancelled, then the application will be put forward to the next course or alternatively a full refund will be provided upon request.
- b) Having accepted a place on the course the student is required to complete a Course Learning Contract during the registration process undertaken on the first day of each course. This contract makes it explicitly clear to the student that they are, in effect, buying a place on the course which subsequently will not be available to any other applicant and consequently, this means that all course fees must be paid in full, irrespective of any decision or reason, on their part, not to complete the course. The School cannot provide refunds of course fees to students who do not complete a course.
- c) In the unlikely event of organisational constraints requiring the School to cancel a course that has already begun, then all students would receive a refund of any fees paid in respect of any scheduled training sessions that had not yet been provided. The organisation cannot provide a refund for training delivered prior to this juncture.
- d) In such situations whereby, a student has paid relevant course fees in full but is unable to complete that particular course, and would prefer to undertake the same training the following year, then the School may offer a concessional fee to the student depending on the individual circumstances of each case. However, in such circumstances the student would need to reapply, pay the Application/Interview fee and undergo the interview process. If successful and offered a place on the next course they would also need to pay the full/agreed concessional course fee. It is important to note that students can take a year out between Level 2 & 3 and Level 3 & 4 but that for Level 4 there is no option to take a year out between year 1 and 2 as this course runs for 2 years.
- e) Students who leave a course part way through, but do not complete the full payment of relevant fees, cannot reapply in the future for any part of the course programme without first paying all fees owed to the School.