

REFUNDS POLICY FOR LEARNING AND SKILLS COURSES



This policy applies to all courses provided by Northumberland Learning and Skills Service.

COURSE CANCELLATIONS

Tuition fee refunds will normally only be made where a course is cancelled or where the times or location of the course are significantly changed by Northumberland Learning and Skills Service. In the case of a course cancellation, we will make every effort to offer an alternative that is comparable provision but where this is not possible tuition fees will be refunded as follows:

- Cancellation of the course prior to published start date – full refund of tuition fees
- Closure of the course within the first two weeks – full refund of tuition fees
- Closure of the course beyond the first two weeks – pro rata refund of tuition fees for remaining weeks not provided minus an administration fee of £5.00 per course

STUDENT WITHDRAWALS

Unfortunately no refunds can be made where a student decides to leave a course of their own volition, as a result of changes in the student's personal circumstances, as a result of weather conditions preventing student attendance when our centres are open, or in the unusual case of them being asked to leave the course due to a breach of the Code of Conduct.

The only exception to the above is where a student has to leave a course on medical grounds. Only the student's own medical circumstances can be considered; unfortunately this cannot be extended to include the medical circumstances of family and friends. Consideration will only be given to tuition fee refund requests where the student is supported by evidence from the student's GP or medical specialist that they are unfit to continue. Evidence will normally be in the form of a fit note or letter on official headed paper from the GP or specialist.

If granted, the refund will be pro-rata depending on the classes attended minus an administration fee of £5.00 per course.

CUSTOMER COMPLAINTS

A part or full refund may be offered where a student has made an official complaint through the Complaints Procedure and this has been upheld as a result of investigation.

PAYMENT ARRANGEMENTS FOR REFUNDS

Once a refund request has been approved a refund will be made to the card on which the payment was initially made or, in the case of cheque or cash payments, a refund via cheque will be issued. Refunds will be processed as soon as possible but this may be up to 30 days during peak periods. For further information about the progress of your refund, please contact the support team on 01670 622123.



DON'T WORRY

IF YOU ARE CONCERNED ABOUT FEES OR FREE STUDY
CALL OUR SUPPORT TEAM ON 01670 622123