

Refund and Compensation Policy

Purpose

The purpose of this policy is to set out the circumstances in which you will be entitled to apply for a refund of fees, or for compensation.

This policy also sets out the process for application for refund and/or compensation, whilst ensuring The College of Legal Practice complies with all legal and accounting regulations.

The measures contained in this policy are in addition to the protection that all students have under consumer protection law, and do not affect their consumer rights.

Applicability

This policy is applicable to:

All students enrolled or seeking to enrol with the College for a module or a fully recognised Higher Education qualification programme irrespective of whether you are in receipt of a student loan, are sponsored, or pay your own fees. It includes modules and full programmes but is not applicable to Short Courses, which are non-refundable.

Student Protection Plan

The College of Legal Practice's [Student Protection Plan](#) sets out our commitment to protecting students in the unlikely event of discontinued study. In some cases, the possible remedies we offer under the [Student Protection Plan](#) include a refund of fees and/or compensation. If you wish to claim a fee refund or compensation, you should follow the process set out below.

Guidelines

1. Fee refunds: when is a refund payable?

Whether a refund or partial refund is payable will depend on a combination of factors: the student terms and conditions, course fee schedule for the programme or module, whether [Exceptional Circumstances](#) are evident, and the payments made to date.

The College regards Exceptional Circumstances to be matters which were: unforeseen; manifested after payment of tuition fees; and made continuing study impracticable at that time. The College would not normally regard work pressures, changes or holidays to be [Exceptional Circumstances](#).

For example, bereavement, unexpected personal or family problems or illness might be considered as an exceptional circumstance. Long-term problems such as ongoing financial difficulties may not be accepted as an exceptional circumstance. If you have long-term problems, which affect your studies, you should always let us know. You may be able to access some additional support from the College. You may also wish to think about suspending your study.

Requests for refunds should be emailed to studentsupport@collegalpractice.com.

No application for a refund of tuition fees will be considered unless an application for Abandonment, Leave of Absence or Deferral (as defined within the Student Terms and Conditions) has been fully approved and processed by the College.

2. Overpayment

Any overpayment of tuition fees arising from a Deferral of studies will be automatically carried forward into the next academic year. These funds will be used to offset any fee liability upon resumption of studies. You can, however, make a formal application for a refund at the point of deferral if the date of deferral falls before the instalment due date for the module which you are deferring from. If the

instalment due date has already passed when you choose to defer, there will be no refund applicable, but any fees already paid will be applied to the new intake.

If you choose to withdraw from a module or programme and, at the date of withdrawal, you have made overpayments of your course fees (for example, by paying in full), you can request a refund at the point of withdrawal for any fees paid where the instalment due date for those fees has not yet passed.

In the very unlikely event of The College cancelling a programme or module, the College's [Student Protection Plan](#) will be followed. A full refund of tuition fees will be made in the case of payments already received on request by you, including any deposit.

3. Refunds

You can cancel your enrolment on a programme or module within 14 days of acceptance ("Cooling Off Period"). If you notify the College of your cancellation from a module or programme during the Cooling Off Period, you will receive a full refund of the tuition fee (including any deposit).

The deposit is non-refundable after the Cooling Off Period.

Outside of the Cooling Off Period, course fee instalments are non-refundable after their due date. For example, first instalments are due 14 calendar days before the Course Start Date; if you notify us of your withdrawal from a programme at least 14 calendar days before the Course Start Date, you will receive a full refund of any instalments paid, with the exception of the non-refundable deposit. If you notify us of your withdrawal from a programme less than 14 calendar days before the Course Start Date, you will not receive a refund of the first instalment as the due date will have passed, but you can receive a refund for any later instalments (provided their due date has not yet passed), with the exception of the non-refundable deposit.

4. Fee appeals process

If you have cancelled or withdrawn from your course and are still liable for some or all of the fees for the course, you can appeal against these fees using the Refund Authorisation Process below.

If you satisfy the criteria for exceptional circumstances, you should complete the relevant documentation along with evidence to support your request and send to studentsupport@collegalpractice.com.

This documentation will be presented to the Chief Operations Director. Once the Chief Operations Director has determined whether or not exceptional circumstances exist which warrant the refund, they will notify the applicant of the decision as soon as is practicable including a statement of reasons for the decision.

5. Withdrawal

If you withdraw from your programme within 14 calendar days of the Course Start Date or thereafter, the tuition fee costs will be adjusted in line with the Programme's Course Fee Schedule. The adjusted fee amount will depend on the relevant liability as determined by the effective date of the change and the associated fee as set out in the Course Fee Schedule for the Programme.

6. Deferral

No fee adjustments or refunds will be given unless you specifically request it. If requested we will reimburse any over-payment, otherwise it will be carried forward on your account.

7. Compensation

Should the College be unable to preserve the continuation of study for the student, the College will offer reasonable compensation for additional tutor costs, maintenance costs, lost time or distress and inconvenience caused due to stopping the course or transferring to

another course or provider. This is outlined in the [Student Protection Plan](#) and the level of compensation must be approved by the Chief Operations Director.

8. Refund for additional costs or expenses

Should the College change the location of its courses or face-to-face sessions, without adequate notice (i.e., at least one month prior), the College will refund reasonable additional travel or accommodation costs. Students need to provide appropriate evidence of the additional expenditure incurred that was not able to be refunded by the travel or accommodation provider. This is outlined in the [Student Protection Plan](#) and each refund must be approved by the Chief Operations Director.

9. Refund authorisation process

On receipt of a refund request the College will complete a refund request form and provide evidence of payment.

10. Payment of the refund or compensation

Once the refund or compensation has been approved, the payment will be returned to the original payer using the same method of payment as the original remittance whether credit/debit card or BACS payment. This is to ensure that the College complies with anti-money laundering requirements.

Once approved, please allow 14 working days for the payment to be generated.

All refunds will be calculated in UK GBP. The College will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

Where payment of tuition fees was split between more than one payer, any refund due will be made in proportion to the original split.

Cash receipts are not accepted, and equally cash refunds cannot be made.
