

COLLEGE: GENERAL TERMS & CONDITIONS OF STUDY

Refund

1. A 'course' means the total period of study as shown on the Offer of Enrolment.
2. Refunds will only be issued if a student's visa application is rejected:
 - If a student is unable to commence a course because their visa application has been rejected. The student will receive a refund of any course fee and/or deposit paid (minus an £150 Administration Fee). Documentary evidence from the Home Office / British Embassy that the visa application has been rejected **must** be provided.
 - There will be no refund if the visa has been rejected on the grounds of fraud, deception, forgery or deceit.
3. There will be absolutely no refund of course fees made after the course start date.
4. Applications for refunds **must be in writing** to the College Manager before the start of the course. Any refunds payable under this policy will be made within 4 weeks of receiving the written request.
5. Refunds will be paid by cheque or bank transfer for currently enrolled students. It is not possible to pay refunds in cash.
6. If a student wishes to dispute the decision on a refund of course fees, the student has a right to resort to the College complaints policy (which does not affect the student's right to pursue other legal remedies).
7. When the refund is made, the College will advise the UK Home Office that the offer of a place has been cancelled.
8. In the event of a refund being refused, the student will be allowed to take up the course at a later date of the student's choosing, provided said date falls within the academic year as defined by the College.

Transfer

Transfer within the College

If a student wishes to transfer their enrolment after a course has started to another course at the College, any balance of the course fee paid will be transferred to the new course.

Transfer to another learning institution

No fee transfers will be made to other learning institutions.

Transfer between students

In some cases, it may be possible to transfer fees to another student if you can find somebody else who wishes to take the course. The College will not find another person for you and will not take part in any arrangement made between you and the new student (or any employer/person responsible for payment of fees).

In all cases, course transfers will be subject to an Administration Fee of £100.

Enrolment/Registration

All international students must register at the College with a valid ID (passport and police ID) and one passport-sized photo. Students who fail to enrol will be reported to the Home Office within 10 days of the agreed enrolment date.

If a student fails to enrol or, for any reason, applies to terminate their study, their status as a student of Excel College will be terminated and this change will be reported to the Home Office.

Attendance

UKBA requires that Excel College report every student who misses 10 consecutive classes. This is a Home Office requirement for study visas. Excel College requires every student to attend at least 80% of the classes in order to receive a course certificate. Leave of absence must be reported to the Director of Studies for permission. Otherwise it will be regarded as truancy / unauthorized absence.

Classroom Behaviour

Students must maintain good relationships between classmates by respecting traditions and religions from other countries. Students will not behave in an offensive manner in class or in activities associated with the College.

Students must take care of College property and maintain the sanitation of the classrooms. Any damage to College property will be compensated for by the student who caused the damage.

Any incident of violence will be deemed as a breach of College regulations and – regardless of previous behaviour – the student will be immediately excluded from the classroom and College permanently with no right of refund.

Study Rules

Students will communicate in English in the classroom and will use English as much as possible outside the class.

Pair and group work is important for improving fluency and listening. Do not criticise classmates for having a different accent to your own; it is a fact that more people in the world today speak English as a second language than as a first language. Remember that everyone has an accent!

Every student must complete the homework set by their teacher.

If a student does not comply with any of these guidelines, the College will not accept responsibility for lack of improvement.

Full details of College policies and procedures are made available to students in the Student Handbook or can be requested directly from the College. The College reserves the right of explanation.

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