

COLLEGE: GENERAL TERMS & CONDITIONS OF STUDY

Refund

Excel College will not refund any course fees paid except for the following two exceptions:

1. **Cancellation:** if Excel College cancels your course before the agreed start date, we will refund all the fees paid. If Excel College cancels your course after the agreed start date, we will keep the course fee paid for the period between the start date and the cancellation date and refund the rest.
2. **Visa Refusal:**
 - a) **If a student cannot come to the UK because of visa refusal:** We will refund all the fees paid minus £150.00 admin fee. There will be no refund if the visa has been refused on the grounds of fraud, deception, forgery or deceit.
 - b) **For students who are already in the UK whose visa extension application has been refused:** we will keep the course fee paid for the period between the start date and the refund claim date plus the £150.00 admin fee, then refund the rest.

There will be no refund for claims made more than 12 months after the date of purchase (i.e. the date when a deposit or course fee is first paid to the College).

There will be absolutely no refund of course fees if the student is expelled.

There will be no refund if a student cannot apply for their intended visa due to suspension of a visa route or changes to immigration policy. Students will be offered alternative study options that allow for study under other suitable visa routes.

There will be no refund for the £10 CAS fee.

If a student wishes to dispute the refund decision, s/he can resort to the College complaints policy (which does not affect the right to pursue legal remedies).

From time to time, teacher sickness may result in a class cancellation. We will always try to find a supply teacher, or combine classes if practical. If an individual class needs to be cancelled, there will be no refund. However if a number of classes in the same week are cancelled then students will be offered additional classes at no extra charge.

Procedure

Applications for refunds must be in writing to the College and a valid UKBA visa refusal notice must be included. Any refunds payable under this policy will be made with 4 weeks of receiving a valid written request.

If you request a refund because of visa refusal you must send us a copy of the complete UK Border Agency refusal notice, including all pages. You can send them by post, by fax, or by email. We may still ask you to send the original UKBA visa refusal notice if we have doubts about the authenticity of the copy.

Refunds can only be made to the person who originally paid, or a third party who is authorised in writing to receive the refund by the person who originally paid.

Refunds will be paid by cheque or bank transfer. It is not possible to pay in cash.

All bank charges must be paid by the person who receives the refund.

If you have booked a course at Excel College through an agent you must apply to the agent for a refund. We will not deal with your request directly regardless of whether you have started your course at the College.

Upon refund, the College will advise UKBA that the offer has been cancelled.

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 from the College. The College reserves the right of explanation.

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