

Refund Policy

1. Student Categories

The Refund Policy applies to all categories of Students from September 2015.

2. Relevant Dates

The enrolment date is the 15 August in the year of study. The date of withdrawal will be the date at which a completed withdrawal form is authorised by the Head of Education or nominee. It is the student's responsibility to notify ACLT of their withdrawal at the point at which they leave the course.

3. Withdrawal

Students who completely withdraw from ACLT are not expected to return to their course and shall receive a refund in line with the mechanism set out in section 4, below.

ACLT's admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Once you have accepted the offer of a place on an ACLT course and you receive the invoice for the forthcoming academic year you have the right to cancel your acceptance by informing the ACLT in writing within 14 calendar days after receipt of the invoice. If you cancel within this period you will be entitled to a refund of any deposit/fees which you have paid. If you cancel after this period the ACLT retains the right to charge a proportion of the annual course fee as indicated in section 4 below.

4. Fee Refund Calculation

Fees shall be refunded to the source (person or organisation) paying the fees and not to any third party, n.b. a refund can only be calculated once a withdrawal is actioned on the student's record within ACLT's administration systems, which can only occur following the completion of the necessary withdrawal process.

The standard mechanism for calculating fee refunds is as follows:

Liability Point	Amount charged of total annual fee following withdrawal	Amount refunded of total annual fee
Day 1 of first 10 credits studied	17%	83%
Day 1 of second 10 credits attempted within academic year	34%	66%
Day 1 of third 10 credits attempted within academic year	49%	51%
Day 1 of fourth 10 credits attempted within academic year	66%	34%
Day 1 of fifth 10 credits attempted within academic year	83%	17%
All subsequent modules post module 5	100%	0%

5. Postponements/Interruption of Studies

Students who postpone their studies with ACLT are, by definition, expected to return. The fee to be paid for the academic year in which a student postpones will be calculated according to the mechanism set out in section 4 above. However, refunds will not be issued for postponements and any resulting fee credit will remain on account and be carried forward to the following year to count towards further fees charged.

Upon enrolment the following year, the student will then be expected to pay the fees at the new fee rate of the year of return to study. If the student returns for the full academic year, then s/he will be charged in full at the new rate. Any fee credit carried forward from the previous year will be used as a discount to reduce the fee liability.

Where a student postpones part way through a module, and returns to study the following year to study the same module again, the student will be charged in full for the module again. Students will not be charged again for any modules that they have paid for the previous academic year but not commenced studying towards at the point

of postponement. Students will also be charged for additional modules attempted in the return year of study.

Before returning to the course, it is the student's responsibility to make the necessary arrangements with the Administration Team including confirming their intended return date and module selection. The Administration Team will then ensure that the correct fee is charged for the student when returning to study.

Students who postpone/interrupt their studies remain liable to pay any outstanding fees due to ACLT (see 6 below) and re-enrolment will not be permitted until outstanding fees have been paid.

6. Fee Obligation

Once a fee refund has been calculated, the fee obligation shall remain and shall be pursued by ACLT or its collection agents.

7. Mitigating Circumstances

In addition to the mechanism for fee refunds set out in section 4, above, consideration shall be given to making substantial refunds to students who have to withdraw due to exceptional mitigating circumstances. ACLT shall consider each case on merit, however, please be aware that academic and financial difficulties are not normally regarded as acceptable reasons for any refund.

Such cases must be submitted to the Head of Education who shall liaise with the Administration Team or Education Manager.

8. Retrospective Withdrawals/Postponements

Retrospective withdrawals/postponements shall not be permitted. Should there be exceptional mitigating circumstances which meant it was not possible to notify ACLT at the correct time, please refer to section 7, above.

9. Blocking and Exclusion

At the time of progression or award if the student is outstanding monies to ACLT they will be excluded and results or enrolment will be with held until payment has been received.

