



BAC Student Short term Tuition Fee and Refund Policy

EFFECTIVE DATE : JULY 2018
REVIEWED BY : PRINCIPAL
NEXT REVIEW : NOVEMBER 2020
POLICY NUMBER : QA-98

Introduction

The fees refund policy is related to tuition fees paid by BAC Student Short Visitor Visa students.

Eligibility for Refunds

Applicants who require BAC Short Visitor Visa sponsorship must pay a non-refundable deposit of £25 at the time of making the application and pay the full tuition fees (depending on the course applied) before the Unconditional Offer Letter (Visa Letter) is can be issued. Please note, you will not be required to pay a deposit if you are receiving a sponsorship from employer, university or taking out a student loan to cover payment of your tuition fee payments or your tuition fees are to be paid by an official sponsor.

Tuition Fees

The tuition fees you are required to pay for your programme(s) will be stated in the offer letter. The non-refundable application deposit paid at the time of the application will be adjusted against the £150 administration fees, should a student get a refusal to their application from UK Visa and Immigration Service. For example, the tuition fees for the NCFE Level 5 Diploma in Education and Training course is £2750 and the student makes an application to UK Varsity. The student pays £25 at the time of application for the course. The course fees of £2750 is paid once the college issues the fees invoice. If the visa is refused the student will get a refund of £2625 which is after the deduction of the administration fees of £125 and the £25 paid initially during application is adjusted.

Refunds

The fees are non-refundable except in one or several of the following circumstances:

- If the UKV&I gives the below reasons for refusal
 - Your visa application is refused due to the submission of fraudulent/ incorrect documentation or failure to meet the UKVI's maintenance requirements e.g. lack of sufficient funds held for at least 28 consecutive days.
 - Your visa or further leave to remain application is rejected due to breaching the conditions of your previous visa(s) such as tourist visa or any other visa issues like working more than the permitted 20 hours per week during term time or poor attendance.
 - Your visa application is refused due to a failure to demonstrate academic progression or exceeding the previous UK study limit (i.e. 2 or 5-year study

cap) and the required information was either not previously disclosed or false information was provided to UK Versity.

- Your visa application is refused due to a failure to disclose a previous criminal conviction or failure to disclose any other information to UK Versity or on your visa application form which has led to the visa refusal.
- Your student visa is granted but you are refused entry upon arrival in the United Kingdom.
- If UK Versity terminates a course after the course start date and before the course completion date, then full fees is refunded minus the £150 administration charge
- If UK Versity does not provide a course as advertised due to circumstances beyond its control; then full fees is refunded minus the £150 administration charge
- If you have serious exceptional circumstances such as:
 - Serious personal accident or injury of self or close family member
 - Death of close family member(s)
 - Medical emergency or requirement of long-term medical care of self or close family member(s)
 - Impact of natural disaster or civil disruption.
- In the event of a rejected student visa application, if you can provide evidence that the visa application made was valid such as proof that you have the finance and qualifications required and the documents provided are genuine as per the UKVI requirements. Please note, this will need to be submitted at least 15 working days before the latest start date of the course.

An application for an exceptional circumstance refund of fees due to illness or bereavement must be supported by documentary evidence from an official source before a refund can be approved. Refunds in relation to exceptional circumstances are at the discretion of the Principal of UK Versity.

Refund Request Process

In the event that your visa application is refused, we will require you to provide a copy of the refusal notice issued by the Home Office/UKVI and the identification page of your passport.

Applications for a refund must be made in writing to the Financial Controller on accounts@ukversity.co.uk. You would need to complete a Refund Request Form, attach the required documents and send it as an attachment by email

to admin@ukversity.co.uk or via post to: UK Versity, Suite 2, Universal Square, Devonshire Street North, Manchester, England UK M12 6JH

To qualify for a refund, you must submit irrevocable evidence that you are not in the UK by providing a copy of the passport page containing an entry stamp confirming entry into a country outside of the UK and/or flight ticket.

Refund Application Processing Time

A decision will be made within 5 working days provided that the refund application form has been completed correctly and all the relevant information has been submitted to UK Versity.

Should further information be required for a final decision to be made, we will notify the applicant. Please note, this may delay the process further and thus the initial 5 working days processing time may be extended.

If the refund application is refused, UK Versity will not normally reconsider the decision made unless the applicant can provide additional information other than that submitted in the original request to support their claim.

Approved Refunds

Where a refund is approved payment will normally be made via Bank Transfer and you should provide all the details so that the funds can be transferred successfully. Please note, UK Versity does not issue refunds by cheque or cash. In line with UK money laundering legislation, payment will only be refunded to the person or organisation that paid the fees.

No interest is paid on a refund of tuition fee payments. Please be advised, that any bank charges deducted by UK Versity's Barclays Bank will be adjusted during the processing of the refund and will be additional to the administration fee of £150 deducted from the refund.

Appeals

All decisions on tuition fee including refunds are made on the basis of the information included in the refund request form and supporting evidence. If an applicant wishes to appeal against the decision, they will need to complete a write to the financial controller on accounts@ukversity.co.uk and/ or the principal on admin@ukversity.co.uk and provide evidence that was not included in the original request and send it by email.

Policy reviewed annually

Next Review on November 2020