

## Course Fees & Refunds Policy

Anglia Professional Training charges tuition fees based upon the programme of study as a whole and these are not adjusted to take account of the number of classes attended by individual students. **By enrolling on a course, students are making a commitment to pay the tuition fee for the programme of study offered for that academic year.** Please note awarding body registration fees are not included in the course fees.

Students and/or employers are able to pay the course and exam fees in a variety of ways and the different options are discussed and agreed with each student at the beginning of the course. This document outlines the process Anglia Professional Training will follow in respect of payment for the course and exam fees.

A minimum 10% deposit is required prior to the start of the course (unless the employer is paying), this must be paid at time of enrolment. The balance of the course fees and exam fees can then be made by one of the following methods:

### Payment Methods:

#### Invoice

An invoice will be issued either to the employer or direct to the student. This will cover both course and exam fees, minus any deposit made. Invoices will be issued approximately three weeks following the course start date. Normal terms for payment apply and are 30 days from date of invoice.

#### Instalments

Any student wishing to pay by instalments will need to register for flexible payments through FlexPay (formerly FlexEd), which is managed by Oriel Collections Ltd. This will be for the course and exam fees payable, both of which must be made in full before the planned end date of the course. Anglia Professional Training will register the students with FlexPay who will then be contacted directly by the company to set up their preferred payment terms. Please note FlexPay charge a small transaction fee for each instalment when using this service. This service is only available where there are no alternative payment methods and is therefore not applicable to employers paying for the course fees.

#### Fee Remission

A student may apply for Fee Remission providing they meet the criteria. This will be processed along with the Enrolment Form. Evidence will be required to meet the requirements for the fee remission.

Fee Remission is only applicable at Level 1 and Level 2 and if you meet one of the following requirements:

- Aged 19 or over and earn less than £17,004
- Aged 19 – 23 and do not hold a full Level 2 qualification
- Aged 24 or over on the start date of your course and you are unemployed and in receipt of Universal Credit, ESA, or JSA (work related). If you are in receipt of any other benefits this would need to be confirmed before we can offer Fee Remission.

**Note - Fee Remission only covers the cost of course fees and exam fees. Awarding body membership, study books and any re-sit exams will need to be paid for separately, by the student. If your application for Fee Remission is not approved APT you will have the option to withdraw your application or pay in full.**

#### Payment Terms

- All Invoices must be paid in full no later than 30 days from the invoice date.

- Invoices for exams will be due for payment in full by the 30<sup>th</sup> June. However, each exam sat prior to that date should be paid for at the time of sitting, the balance will then be due by 30<sup>th</sup> June. As awarding bodies increase their exam fees each academic year please note that if the exam invoice is not settled in full by the due date, APT reserves the right to charge the remaining exams at the new higher rate.
- Flexible payments must be applied for and payments made as agreed with FlexPay. Failure to maintain these payments will result in an invoice being issued for immediate payment of all remaining course fees.
- All exam re-sits will need to be paid for separately at the time of booking.
- All queries with invoices need to be raised with APT within ten days from the date of invoice.
- **All outstanding fees must be paid in full before moving on to another course provided by Anglia Professional Training.**

### Action

- If payment is not received within 30 days from the invoice date, Anglia Professional Training will proceed with the debt collecting process and the student may be withdrawn from the course from this point.
- Should a student be withdrawn from the course due to non-payment, the outstanding fees will still need to be paid.

### Refunds

- In the unlikely event that APT has to cancel your course, we will refund your fees in full.
- APT operates a two week “cooling off” period starting from the latter of either the date of enrolment or the start date of the course enrolled upon. Within this period, a student can withdraw without liability other than a 10% administration fee (10% of full cost of the course), but must have attended at least two lessons to be eligible. After this period, the student becomes liable for any outstanding fees in full. Students must notify APT immediately to ensure the refund is processed within 10 working days.
- Anglia Professional Training is only able to issue refunds for course and exam fees, or waive the amounts payable, in exceptional circumstances and these would need to be discussed and agreed with the Director of Business on an individual basis. It is therefore important that each student makes use of the two week ‘cooling off’ period and are happy to make the commitment to the whole course.
- If a student cancels their application for a course before the date of the first class, all amounts paid in connection with that course will be refunded, less an administration fee. The administration fee for 2020/21 is set at £30; this fee will be reviewed annually.
- If a student withdraws from a course during the first term, they may apply for the tuition fees paid or payable to be transferred to another course offered by APT in the same academic year or in the following academic year. The fee transferred will be pro rata to the number of whole terms remaining when the student withdraws. For courses of less than one term, no refunds or credits will be given.
- If a student withdraws from the course after the first term, they will still be expected to pay the fees in full.
- Exam fees, awarding body registration fees and deposits paid for materials or equipment will only be repaid if APT has not already incurred the cost.
- If a student withdraws because they are not satisfied with the course they should follow the guidance given in APT’s Complaints Policy. A refund will only be made if the complaints procedure has been followed and Anglia Professional Training is at fault.
- Where employers are paying for the course, the employer is responsible for the full payment of the invoice. We recommend that employers put in place a training agreement with your employee so that the responsibility for paying the course fee is clear to both parties.

### Applying for a Credit or Refund

- All claims for a credit note or refund must be made in writing to [mail@apt4u.training](mailto:mail@apt4u.training) and received within 28 days from the date of withdrawal. All claims must be supported by evidence of payment. APT will respond to any claims within 10 working days.