



Tuition Fees, Refunds and Compensation Policy

English Language Courses

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1. Introduction

This policy is for people enrolling into an English language course at Trent Education Centre (TEC). It covers fees you need to pay and what happens if you do not pay. It covers when and how you may get a refund. It tells you when and how you can claim compensation. It explains what happens if fees are not paid. You should also read the Terms and Conditions. **If you do not understand anything, please let our admissions staff know and we will help you.**

2. Paying your fees

Your course fees are shown on our website and in your Offer Letter. Fees must be paid in full by the date given or according to an agreed payment plan. If someone else pays your fees, you are still responsible if they do not pay.

3. What if someone else pays your fees

If someone else is going to pay your fees for you (sponsor), we need to have a letter from them agreeing to pay. You must give this letter to us before you enrol. Sponsors will have 15 working days to pay. If they do not pay, you must pay the fees yourself.

4. Cancelling

You have fourteen days from the day you accept your offer to cancel your place. This is called the 'cooling-off' period. If you cancel within this period, you will receive a full refund of any fees paid.

5. Refunds after fourteen days

If you withdraw from your course after the fourteen-day cooling-off period, TEC will charge you only for the lessons you have already received. The cost will be calculated using the hourly rate for your course. Any remaining fees for lessons you have not yet received may be refunded. For example, if your course is ten hours per week for six weeks and the hourly rate is £12, the full course fee is £720. If you withdraw after three weeks, you will have used £360 of teaching. You may then receive a refund of the remaining £360 for the lessons you have not taken. You will not automatically get a refund. It will depend upon the circumstances. If you provide a fair and reasonable reason for withdrawing, we will give you a refund.

6. Delaying the start of your studies

You may ask to delay the start of your studies. This is called a 'deferral'. TEC must approve this in writing. Refunds for deferral depend on when you make the request. Deferrals are only possible if TEC is still running the course in the future.

7. Repeating a course

If you need to repeat a course or part of a course, or retake an assessment or exam, you may need to pay an additional fee. TEC will only charge you for this if we incur further expenses.

8. International student booking fee and visa refusals

International students will need to pay an extra fee to book their place on a course before travelling to the UK. This fee covers the extra administrative work for visas. The fee is normally about 10% of the course fee but may will depend on the course fee. TEC admissions staff will tell you the booking fee when you apply. If we are enrolling international students, you will also find the international student booking fee on the TEC website. This fee is normally non-refundable.

If your visa application is refused, TEC will refund the booking fee. If you have paid all or part of your tuition fees, we will also refund this in full. To get the refund, you must provide us with an official visa refusal letter. If you withdraw for any other reason, the booking fee may not be refunded. To claim a refund, you may use the TEC Complaints and Appeals Form on the TEC website here <https://trenteducation.co.uk/complaint/>.

9. Getting compensation

If TEC cannot continue your course, you can ask for compensation for any losses. TEC will consider your request fairly and reasonably. If changes happen that are out of our control, we may not agree to give you compensation. You can claim compensation using the Complaints and Appeals Form here <https://trenteducation.co.uk/complaint/>.

10. What can you claim compensation for

Compensation may include a refund of some or all the tuition fees. It may cover your travel costs. It may cover the costs of extra teaching or moving to another college. TEC will consider how the change affects you. We will decide if it is our fault and what we did to reduce the impact. We will consider what you did to reduce the impact. We may ask for evidence from you if you make a claim.

11. How to claim compensation

If you wish to request a refund or compensation, you must submit your claim through the TEC Complaints and Appeals Policy <https://trenteducation.co.uk/complaint/>. TEC will normally respond within ten working days.