



London School of Social and Management Sciences

Policy and Procedures for the handling of Deposits, Fee payments and Refunds

Policy and Procedures for the handling of Deposits, Fee payments and Refunds

Introduction

It is important that students pay their fees and any required deposits at the right time to avoid any problems with starting the studies. Students are encouraged to read the following carefully and of course, get in touch with the Institution if there is anything they need to clarify.

Deposits

1. All successful overseas applicants to any of the School's programmes are required to pay a minimum deposit plus non-refundable registration fee £100 to accept their place.
2. Upon receiving the deposit and/or the required documents, the Institution will send a Confirmation of Acceptance Letter and other relevant documents which are necessary for the visa application of the overseas students.

Students can pay the deposit by cash, cheque, bank transfer or bank draft.

If a student pays directly to London School of Social and Management bank account, the surname of the student should be mentioned as reference which will appear in the bank statement.

Deposits paid in person: If the students are already in the UK or if someone else pays the deposit on student's behalf, the deposits may also be paid by cash or cheque to our Accounts Officer on campus but students are encouraged not to send cash in the post and be very careful if carrying large amounts of cash with them. When we receive deposits, the details of amount paid will be confirmed on the visa letter.

Deposits to third parties: **The tuition fees should not be paid to anyone else but the Institution.** Students are reminded not to deposit tuition fee with third parties or send money to the Institution by post. Some of the Institution's approved overseas representatives will accept bank drafts, made payable to the Institution only. Students are encouraged not to pay any or all of their tuition fees to overseas representatives; if any deposit is paid a receipt must be obtained from the Institution immediately, signed by an authorized person and stamped. The Institution advises the students to email or inform us whenever they make payments to the overseas agents/consultants. **Again, the students are reminded that they must not pay cash direct to the approved agents, make a bank transfer or issue cheque/bank draft to their personal or agency name. Please write the cheque/bank draft to the School name and make the bank transfer to 'London School of Social and Management Sciences' only. The School bank details will be provided with admission documents.**

If the students have any doubts, they should contact the Institution over phone, fax or email. None of our approved agents is authorised to collect cash, cheque/bank draft on his/her own name or his/her agency name on behalf of London School of Social and Management Sciences. All types of payments should direct to London School of Social and Management Sciences.

Fees

Students may pay their tuition fees in a single payment at the time of enrolment or by instalments.

Single Payment: Single payment should usually be made before the course start date. Students paying tuition fees in a single payment may receive 10% discounts.

Payment by Instalments: All fees must be settled prior to the commencement of the course. If instalments option is chosen, the fees must be paid as per the agreed instalments. No supplementary charge will be added to the tuition fees.

The following conditions will apply to those paying by instalments

- Students who choose to pay by instalment(s) must continue to do so until the full balance of the course fee is paid in full.
- A facility to pay by instalments may be withdrawn or charged an interest from individuals who fail to meet instalment deadlines promptly or their cheques are dishonoured.

Refunds

1. The Institution assumes that all prospective students will have thought long about taking up a course and therefore applying for admission.
2. However, the Institution understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, the Institution policy on refund of fees upon withdrawal is as follows: In the event of cancellation, for whatever reason, the following will apply:
 - i) Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Admissions.
 - ii) For cancellations which are received before two weeks of the course commencement date, a non-refundable registration fee of £100 will be deducted and any balance held will be refunded.
3. Where cancellations are received after two weeks of the course commencement date, for whatever reason, no refund will be given. In the event that the cancellation is received within two weeks of the course commencement date, the refund will be at the discretion of the Institution.
4. Overseas students should note that where a statement has been sent to the UK Visa and Immigration (UKVI) to support a student visa application, the Institution must notify the UKVI of any cancellation.
5. For students who are not successful in obtaining a visa a refund will be granted after a deduction of the non-refundable registration fee £100, on the receipt of a completed Refund

Request Form and a copy of the official visa refusal letter issued by the relevant British High Commission/Consulate. A copy of the judgement of the British Immigration Tribunal may also be required where the Appeal was rejected by the Tribunal. Any such request must be made within three months from the date of the refusal.

6. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the Institution's letters of acceptance.
7. A full refund of tuition fees will be made if the Institution is unable to offer an advertised course.
8. Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining the Institution Offer Letter, such a prospective student will not have his or her fees refunded by the Institution.
9. International students who failed to obtain a visa must apply for a refund within three months of their visa refusal.
10. Although the Institution will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to six weeks to process a refund. The process will start from the day the Refund Application Form along with other required documents are submitted to the Institution.
11. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:
 - Advise the Head of Administration in writing of withdrawal from the course before the start date of the course.
 - Complete and return the Refund Application form along with Student Card and other Institution property, including all original documentation issued by the Institution.
 - International students or their sponsors must return all original documents issued by the Institution (acceptance / enrolment letter, receipts etc) which were issued by the Institution and proof of rejection of student visa (a letter issued by the British Embassy / High Commission or British Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport.

No refund will be given to a student under the following circumstances:

- a. Cancellation due to change in personal circumstances, including a family bereavement.
- b. If the student is asked to leave the country by the United Kingdom Authorities, or if they leave the UK during the programme period without permission from the Institution and are subsequently refused re-entry.
- c. If a visa is refused as a consequence of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student.

d. If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.

Review of the Policy: The Institution may at its discretion, review and alter its Policy and Procedures for handling of Deposits, Fee payments and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.

Note: Registration fees are non-refundable.

For more information about our Policy and Procedures for handling of Deposits, Fee payments and Refunds, please contact:

Admissions/ Registry

London School of Social and Management Sciences

Olympic House

24-48 Clements Road

Ilford, Essex

IG1 1BA

London, United Kingdom

Phone: +44 20 7183 8341

Fax: +44 20 8553 5242

Email: admissions@lsms.ac