



London School of Social and Management Sciences

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

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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 50% deposit of total tuition fees 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 their fees online via Flywire by visiting Fee page on the School's website.

<https://lsms.ac/fees/>

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 the 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.

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 Admission Department.
 - ii) For cancellations which are received before two weeks of the course commencement date, a fee of £250 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. The School will need sound reasons and documentary evidence of the cancellation before using its discretion of issuing the full refund.
 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 on the receipt of a completed Refund Request Form and a copy of the official visa refusal letter issued by the UKVI along with the copy of visa refusal entry/note on the relevant passport page.
 6. 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.
 7. No refund is permitted or shall be made if a student enters the UK on a student visa obtained based on the Institution's letters of acceptance.
 8. A full refund of tuition fees will be made if the Institution is unable to offer an advertised course.
 9. 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.
 10. If the visa application is refused on the grounds of deception (false representation, false document or statement), no refund will be issued in any case. However, if the student files

a pre-action protocol letter/judicial review, or appeal against the refusal decision and the appeal is successful, the student will have a right of refund under the defined rules of regulation.

11. False means not true, incorrect or misleading. A “False Document” is defined in paragraph 6 of the Immigration Rules as including any of the following:

- a document which has been altered or tampered with
- a counterfeit document
- a document which is being used by an imposter.
- a document which has been fraudulently obtained or issued.
- a document which contains a falsified or counterfeit entry clearance, visa, or endorsement.

12. Non-disclosure of relevant facts

Whether there has been non-disclosure, and whether facts are relevant, will depend on the context, but silence or incomplete information can amount to non-disclosure. A person is not required to volunteer information unless it is clear from the context that it is required.

Examples include:

- failure to disclose the existence of a family member
- failure to disclose a criminal conviction
- failure to disclose previous travel to the UK
- failure to disclose the presence of family members in the UK.

13. International students who failed to obtain a visa must apply for a refund within three months of their visa refusal.

14. The School will exercise the right to verify the genuineness of the refusal letter issued by the UKVI.

15. Although the Institution will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to eight to twelve 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.

16. 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 showing the refusal.

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 because 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.
- e. If a student is deported from the UK based on breaching the immigration rules of his/her visa status.

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.

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

For further information please contact the Admission/Registry Office.

Admissions/ Registry

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