



Refund and Withdrawal Policy

December 2023

1. Student Categories

The Refund and Withdrawal Policy applies to all students enrolled from September 2023 onwards, including students who transitioned from other iterations of ACLT courses.

2. Relevant Dates

The commencement date of a course is taken as the enrolment date. These dates are the 1 September before you commence studying in September and 1 February before you commence studying in February or the nearest following working day. The date of withdrawal will be the date at which a completed withdrawal form is authorised by the Head of Education or nominee. It is the student's responsibility to notify ACLT of their withdrawal, by completion and submission of the withdrawal form to support@acltraining.co.uk, at the point at which they leave the course.

3. Withdrawal

Students who completely withdraw from the course prior to its commencement are not expected to return to their course and shall receive a refund as set out in section 4, below.

ACLT's admissions process, as set out in its Admissions policy, is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Once you have applied for a place on an ACLT course, have been offered a place and you are sent the invoice for the forthcoming academic year's fees, you have the right to cancel your acceptance by informing ACLT in writing within 14 calendar days of having been sent the invoice. If you cancel within this period you will be entitled to a refund of any fees which you have paid, with the exception of the ACLT application administration fee and any exemption fees. If you cancel after this period ACLT retains the right to charge a proportion of the annual course fee as indicated in section 4 below.

4. Fee Refund Calculation

Fees shall be refunded to the source (person or organisation) paying the fees and not to any third party. A refund can only be calculated once a withdrawal is actioned on the student's record within ACLT's administration systems, which can only occur following the completion and submission of the withdrawal form.

Refunds will be calculated based on the elements of the academic year that have not been started.

Where part 1 of year 1 has commenced (with the exception of the 14 calendar day period), no refund will be available for part 1, however a refund for part 2 of year 1 fees will be permitted.

Where part 1 of year 2 has commenced (with the exception of the 14 calendar day period), no refund will be available for part 1, however a refund for part 2 of year 2 fees will be permitted.

Calculation of refund amounts will be in line with the fees outlined in the ACLT Course Fees and Payment of Fees policy effective at the time of the student's enrolment on the course.

Refunds will not be issued for the administration fees paid on application; this includes administration fees where applications are made for exemptions.

Refunds will not be issued for any individual modules, including assessment fees, that have been started as standalone modules.

5. Postponements/Interruption of Studies

Students who postpone their studies with ACLT, are, by definition, expected to return. Refunds will not be issued for postponements and any resulting fee credit will remain on account and be carried forward to the academic year in which the student returns and will count towards further fees charged. A postponement form must be emailed to support@acltraining.co.uk and be accompanied by supporting evidence for the postponement.

Upon re-enrolment at the next suitable academic period, the student will be expected to pay any outstanding course fees for the remainder of the academic year they are returning to at the fee rate applicable at the time of postponement. Any fee credit carried forward from a previous year will be used to reduce the fee liability. Future academic year course fees will be payable at the fee rate applicable at the time of enrolment onto the future academic year. Re-enrolment following a postponement of studies must take place within 24 months of the original date of postponement, and by providing at least 3 months' notice prior to the intended return date. If a student is not able to return within 24 months, a student will be withdrawn from the course and any fees paid will be refunded in line with the ACLT Refunds and Withdrawal policy.

- Where a student postpones part way through a year, having commenced but not submitted an assessment for a module and returns to study the same module again, the student will not be charged for restarting that module.
- Where a student has undertaken an assessment for a module prior to postponement, the assessment will be marked in the relevant assessment window, and the student will be notified of their results once these have been ratified by the Assessment Board. Should the student fail the assessment, they will need to pay a resit assessment fee on their return to the course, unless they have made a successful application for extenuating circumstances in line with the appropriate policy. The student may request to resit the entire module prior to the resit assessment. In this case, the associated module fee will be charged at the rate applicable in the concurrent academic year.
- Students will not be charged again for any modules that they have paid for in a previous academic period but not commenced studying towards at the point of postponement in their year of study. Students will be charged for any additional modules attempted in the return period of study that were not part of their original course.

Before returning to the course, it is the student's responsibility to make the necessary arrangements with ACLT including confirming their intended return date. ACLT reserves the right to refuse a student's preferred return date and propose an alternative return date to ensure appropriate resources are in place to support learning. ACLT will ensure that the correct fees are charged for the student when returning to study. Students who postpone their studies remain liable to pay any outstanding fees due to ACLT (see 6 below) and re-enrolment will not be permitted until outstanding fees have been paid.

6. Fee Obligation

Once a fee refund has been calculated, any outstanding fee obligation shall remain and shall be pursued by ACLT or its collection agents.

7. Mitigating Circumstances

In addition to the mechanism for fee refunds set out in section 4, above, consideration shall be given to making exceptional refunds to students who have to withdraw due to exceptional mitigating circumstances. ACLT shall consider each case on merit, however, please be aware that academic and financial difficulties are not normally regarded as acceptable reasons for any refund.

Such cases should be submitted on the withdrawal form to support@acltraining.co.uk but will be considered by the Head of Education.

8. Retrospective Withdrawals/Postponements

Retrospective withdrawals/postponements shall not be permitted. Should there be exceptional mitigating circumstances which mean it is not possible to notify ACLT at the correct time, please refer to section 7, above.

9. Insufficient applicants

Should ACLT receive insufficient applicants for a viable cohort, we may choose to reschedule delivery of the course for a future date. Students will be offered the option to defer entry to the next sitting or receive a refund as per section 4, above.

10. Blocking and Exclusion

If the student has outstanding monies to ACLT, at the time of progression or award, ACLT may take all or some of the following action:

- charge the student a late payment administration fee of up to £150;
- suspend the student's enrolment (which will result in their access to materials and online learning environment being blocked, being unable to complete assignments and not be entered for any assessments) and/or prevent the student from enrolling or re-enrolling until such time as the debt is paid;
- withdraw the student from the programme in full;
- bar the student from re-enrolling in a subsequent academic period;
- bar the student from presentation of their graduation certificate at an ACLT event;
- decline to confer an ACLT award;
- pursue recovery of the student's debt through the legal process (ACLT will also seek recovery of the costs associated with the legal process).