

Payment and refund terms and conditions

Please read these terms and conditions (“Terms”) carefully. They contain important information regarding your application to study with us.

We have written these Terms in plain English for ease of understanding, so references to “we”, “our” and “us” are references to London School of Learning Skills (LSLS). Also, you may receive lots of information about your course through the application process; however, these Terms will take precedence over any other terms that are a part of your application process, enrolment, or your studies with us.

1. Application Process

To book a place on a course, a completed application form must be submitted to LSLS. All application forms will be reviewed and our Admissions Team will notify you as to the outcome of your application. LSLS will only request a fee payment once all application documents have been received and approved. Tuition fee payments should not be submitted with initial applications. Acceptance of the offer is defined as confirming in writing that you accept.

Admission letters will only be produced once offers have been accepted and payment of tuition fees has been received.

Please note as per UK regulations you have a 14 day cancellation period where you are able to cancel the programme and receive a refund. The 14 days commence from the date that you accept your offer. This refund will be subject to a deduction based upon any services received.

2. Payment of Tuition Fees

2.1. General Terms for Payment

Current course/programme tuition fees (“Tuition Fees”) must be paid in full (and received by LSLS) before registration/enrolment week unless otherwise agreed in accordance with these Terms.

The Tuition Fees must be received in cleared funds in accordance with the Payment Methods set out at the end of these Terms.

Payment must be made strictly on or before the dates set out by us.

You will not be able to progress to the next level of your course until we have received the relevant payment.

Please note that:

- a) payments made to us are not transferrable between you and anyone else;
- b) it is your responsibility to ensure that current course/programme Tuition Fees are paid;
- c) we are not liable for any payment (made by you) that does not reach our correct account due to you entering our details incorrectly; and

d) we are not liable if your bank, building society, credit card or debit card supplier declines or refuses payment. It is your responsibility to check that payment has been deducted from your account.

3.2. Other important information

All prices and payments are in GBP (£) and exclusive of VAT

Fees are subject to regular review and change. Fees and other amounts payable are published separately for each intake and the most recently published pricing is payable by all students studying at the relevant time unless the relevant amounts were paid in full prior to the publication of the new pricing. The fee for the duration of your programme will be set out in your offer letter.

3. Payment Methods

Payment for all options can only be made in pounds sterling:

3.1. Payment via bank transfer

Starling Bank.

London School of Learning Skills Limited

Account Number: 68241413

Sort Code: 608371

IBAN: GB51SRLG60837168241413

SWIFT/BIC: SRLGGB2L

Address: 502, The Grange, 100 High Street, Southgate, London, United Kingdom, N14 6BN

Always quote your name and student ID or application number. Your student ID

3.2. Payment via credit/debit card/PayPal

accepts payments from the following cards: Visa Credit/ Mastercard / Visa Debit / Visa Electron/ Amex/ PayPal

We accept payments (credit/debit card payments) over the phone and in person. If you wish to make a payment over the phone, please contact one of the telephone numbers below:

0044 208 0044 366

3.3. Payment in person

LSSL only accepts payment in person at our head office address: 502, The Grange, 100 High Street, Southgate, London, United Kingdom, N14 6BN. Our Staff will issue you a receipt at the same time and sent you a email receipt as well.

Also you can pay by debit/credit card at the Finance offices at the London campus. Please note that we may require you to provide photo identification at the time that you make such payment. This identification should either be a passport or student ID card (if applicable) which we will copy and attach to your application

3.4. Payments in cash

Please note that LSLS does not encourage the payment of tuition fees in cash. Where cash payments are made directly into the bank account, we will require the payee to provide evidence of the source of the funds. Evidence is to include the cash withdrawal from a bank account. In instances where a refund is requested, and a cash payment was made to us we reserve the right to refuse the refund until the appropriate evidence of source of funds is provided.

We are committed to assisting you in your studies wherever possible. If you are experiencing unforeseen financial difficulties in paying your Tuition Fees you must contact the Finance team for support and advice as soon as possible.

4. Payment of Tuition Fees

- a. For diploma course, a minimum deposit of £550 (unless otherwise agreed) or full course fees (if lower than £550) are required before registration/enrolment week. The remaining balance is due upon commencement of the second semester or through instalment plan.
- b. In certain circumstances we may agree that you can pay the remaining tuition fees by an instalment plan. This is a formal process and both you and we have to agree in writing to the schedule and amount of payments under any instalment plan. Please note, any failure to meet the payments in the instalment plan, will result in the plan being revoked.

Where an instalment plan has been agreed payment of Tuition Fees must be made either by recurring card payment or direct debit. You must ensure that we have all direct debit or recurring card payment information before registration/enrolment week.

Please be aware that in the event of a default on an instalment payment the full balance of the Tuition Fees is immediately due and payable. In such circumstances we cannot offer any further instalment plans and we can apply the sanctions for non-payment.

4.1. Recurring card payment (“RCP”)

Payment of tuition fees can be made by setting up a RCP plan using a credit/debit card. You must contact the student finance office if your card details change or your card expires whilst the instalment plan is active.

4.2. Direct debit (“DD”)

Please note that you must have an eligible UK bank or building society account operating the DD scheme in order to set up a DD plan. A DD mandate form must be completed by the account holder and sent to the student finance office.

5. Sanctions for non-payment of Tuition Fees

Where you fail to make the agreed Tuition Fee payments in accordance with these Terms or are otherwise dismissed then the following action may be taken unless and until proper payment is made:

- a. we may confiscate your University ID card;
- b. we may suspend your registration on the course/programme;
- c. we won't issue any of your pending exam results or award you applicable qualifications

In all circumstances where a student has defaulted on their instalment plan or on the agreed date of payment, LSLs will follow the credit control policy which is available from the LSLs Student Finance Team Office.

6..1. Overpayments

In the event that you overpay the total of the Tuition Fees due, the credit balance will be used to offset any legitimate fee due by you to us. We will refund the remaining credit balance to the card account or bank account from which the overpayment was received. For the avoidance of doubt, it is your responsibility to inform us if you believe that you have overpaid the Tuition Fees.

6. Withdrawals, Deferrals and Cancellations

6.1. General compliance

Other than where we have agreed a deferment in accordance with these Terms, you are not entitled to any refund where you don't complete our enrolment formalities or otherwise fail to follow our course terms. It is your responsibility to attend the campus on specified registration dates set out on your application.

6.2. Cancellation

Where you accept your course otherwise than in person, you have a statutory right to cancel your course within 14 working days starting on the day you accept your offer ("Contract Date") unless the Contract Date is less than 14 working days old prior to the commencement of your course in which case you may cancel your booking at any time before 48 hours of commencement of your course. Where you cancel your course in accordance with this condition you will be entitled to a full refund of any payments you have made in respect of the course subject to a deduction based upon any services received.

Cancellations that do not fall into the category above will be reviewed and if approved will be subject to an administration charge of £250. This charge is made for the services that LSLs have completed during the application stage. A pro-rata charge will also be made to your account based upon services you have received.

6.3. Refunds / deferral

All refunds will be made in GBP. We will not be liable for any losses incurred as a result of currency fluctuations or exchange rates.

Course deferrals may be allowed for students prior to the published course commencement date. An administration charge of £250 may be applied by LSLS per deferral. A maximum of one such deferral will be allowed, after which all deposits paid will be forfeited to LSLS.

Refunds will only be made under this paragraph if requested in writing or by email, with the necessary supporting documents within 4 weeks from the commencement of the course (published date)

For students who chose to withdraw from the programme or who are withdrawn on the basis of academic progression, refund requests will be reviewed, and a decision made at the absolute discretion of our management.

In these cases, LSLS reserves the right to charge an administration fee of £400 for services provided plus a pro rata fee for any teaching services provided. In cases where the student has yet to commence studies, the £400 admin fee will be deducted from any fees paid. All other funds paid will be refunded.

Refund requests that do not meet the criteria set out above but are perceived to be legitimate based on your perception will be reviewed and a decision made at the absolute discretion of our management.

For those students who interrupt their studies, fee liability will be calculated dependant on modules completed and a pro rata fee agreed. This fee will need to be paid in full before the interruption is processed. Students are only permitted to interrupt studies on one occasion and will be required to submit documentary evidence to support any interruption request. Students are permitted to interrupt their study for a maximum of 4 months. Where students require longer than 4 months they will need to withdraw from the programme of study and re-apply.

Please note that interruption to study requests will not be approved when the student is citing financial reasons. Students must have acceptable personal extenuating circumstances. The approval of any interruption to study request will be made by the directors of LSLS. In instances where a student has a credit balance on their account and has not restarted their study after four months from interruption, the credit balance will be forfeited to LSLS.

6.4. When we can refuse requests for deferrals

If you have already deferred your offer to study with us once, we may refuse your deferral request.

6.5. Additional Administration Charges

We will charge you administration fees of:

£45 (GBP) for any resit module. A fee of £45 will be charged per module and not per exam/coursework;

£50 (GBP) for cases of a dishonoured cheque or a defaulted instalment payment to cover administration and bank fees;

£250 (GBP) for arranging permitted course deferrals;

£250 (GBP) for transferring course between locations; and

£400 (GBP) where LSLS have offered a refund outside of the criteria above but you have provided evidence and a reason deemed acceptable to the LSLS Directors.

7. Other Terms

In these terms and conditions:

- a. the singular includes the plural and vice versa; and
- b. Headings are for reference only

English law governs these terms and conditions and its interpretation, and any noncontractual obligations arising from or connected with these terms and conditions.

We comply with our obligations under the Data Protection Act 1998 in relation to the protection of your data.

The parties irrevocably agree that the English courts have exclusive jurisdiction to settle any dispute arising out of or in connection with these terms and conditions.