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## **Refund Policy and Procedures**

### **Scope of the Refund Policy**

This policy is provided for Kilberry Computing Limited trading as iAccess customers, including learners and staff members who are using or delivering the courses and qualifications that offer.

### **Location of the policy**

This policy is available for all staff members, third parties and learners to access. This policy can be found at <https://i-access.uk/policies/>

### **Communication of the policy**

It is important that staff involved in the management, delivery, assessment, and quality assurance of qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

### **Review of the policy**

iAccess will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by oversight organisations or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

### **Policy Statement**

iAccess has approved the policy regarding the payment of refunds of tuition fees. The purpose of this policy is to explain to learners, and staff when refunds of tuition fees will be made and how it will be calculated. Amount of the refund will depend on the timing of the withdrawal and the program of study being followed by the learner.

### **Statement of Principle**

1. Fees are not refundable after 15 days of the commencement of the course or after the learner stops attending or leaves the course before its completion or is suspended by iAccess owing to non-attendance or misconduct.
2. Learners may claim a refund of the paid course fee (less administrative charge/registration fee of £300), provided a written notice of cancellation within 15 days from the commencement of the course. Any cancellation received after 15 days from the course commencement date, for whatever reason, no refund will be made.



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3. If for any reason a course is cancelled, learner will be offered suitable alternative course or tuition fees refund.
4. Learners may be allowed to pay his/her tuition fees in instalment; if a learner is not allowed to continue his/her studies due to missed instalment payment over an agreed period, no refund will be given.
5. No refund is due where learners postpone attending the designated course.
6. No interest is paid on a refund of any fees/deposit.
7. iAccess reserves the right to modify its fees and amend refund policies.