Enrolment, Withdrawal & Refund Policy

Version 1.0 · November 2026 · Next review: November 2027

1. Enrolment

- Learners complete a signed enrolment form; provide proof of identity, residency and age.
- Eligibility for funded Module 4 confirmed with college prior to start.
- Pre-course information sent 2 weeks before commencement.

2. Attendance

- Minimum 90% attendance expected.
- Absence must be notified before session start time.
- Missed sessions: catch-up plan agreed (see Student Support & Intervention Policy).
- Persistent unexplained absence → concern raised → recorded → college notified if on funded place.

3. Withdrawal — Learner-Initiated

- Learner should notify in writing or verbally; followed by written confirmation.
- Reason recorded confidentially — to improve support for future learners.
- Refund calculation: Before Week 3 — 75% refund of own-fee payments; Weeks 3–6 — 50% refund; After Week 6 — no refund (course costs already incurred).
- Funded learners: College notified immediately; no refund due from learner — funding provider notified per their rules.

4. Withdrawal — Academy-Initiated

Only for: persistent non-attendance; repeated non-engagement despite support; serious breach of Code of Conduct. Process: formal meeting; written notice; 14-day appeal period; partial refund offered pro-rata.

Signed (Academy Director): _____ Date: _____