TUITION FEES AND REFUND POLICY

Student Finance and Fee Arrangements

Ignition Pro – School for Entrepreneurs Limited

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1. POLICY STATEMENT

Ignition Pro – School for Entrepreneurs Limited is dedicated to providing all students and prospective students with clear, complete, and readily accessible information regarding tuition fees, payment obligations, and entitlements to refunds, both before and throughout their time as enrolled students. The institution acknowledges that tuition fee commitments represent a substantial financial undertaking and that students have a right to know precisely what they will be charged, when those charges fall due, and what safeguards exist should their programme circumstances change or be discontinued.

This policy applies to self-funding students, students supported through Student Loans Company (SLC) tuition fee loans, and students whose fees are covered wholly or in part by a sponsor, employer, or other external funder. The institution is an independently funded higher education provider and does not receive direct public teaching grant funding, other than where specific funding is allocated through student loan arrangements for eligible programmes.

The institution will apply this policy consistently and equitably across all students and will ensure that its fee administration and refund procedures align with applicable consumer law, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

This policy will be implemented in a manner that is fair, open, and proportionate, ensuring students are not placed at a disadvantage due to circumstances outside their control. It should be read in conjunction with the institution's Student Protection Plan, which provides further detail on the measures in place to protect students in the event of course, campus, or institutional closure.

In situations arising from factors outside the institution's reasonable control, the institution will make every reasonable effort to reduce disruption and sustain students' ability to continue their studies, including through alternative delivery arrangements where this is feasible.

2. SCOPE AND APPLICATION

This policy applies to all students registered on higher education programmes delivered by the institution, irrespective of mode or level of study, and extends to prospective students who have formally accepted an offer of a place. It equally applies where tuition fees are funded entirely or in part by a sponsor, employer, or other third party, ensuring that fee arrangements are handled consistently, openly, and equitably across all student categories.

The policy establishes a clear and structured framework for fee liability, payment arrangements, and associated obligations, ensuring that every student is fully informed of their financial commitments prior to registration and throughout the duration of their programme. It is intended to facilitate informed decision-making, set clear expectations regarding institutional requirements, and ensure fair treatment in all matters relating to the administration of fees.

Where programmes are delivered under validation, franchise, or other collaborative arrangements with an awarding body or university partner, the institution will clearly set out all relevant fee collection arrangements before a student enrols. This includes identifying which entity is responsible for collecting fees, the applicable payment procedures, and any variations to standard payment schedules or contractual responsibilities arising from the partnership.

Any departure from the standard procedures described in this policy will be communicated explicitly and in writing to affected students prior to enrolment or as soon as reasonably practicable thereafter. Such communications will set out clearly the nature of the variation, the reasons for it, and any implications for the student concerned.

3. FEE SETTING AND PUBLICATION

The institution publishes annual tuition fees for all programmes on its website and within its formal course materials, ensuring that both prospective and current students can access clear, thorough, and current information at all times. All fee information presented across the institutional website, offer letters, enrolment documentation, and associated communications is subject to internal review and approval prior to publication, thereby ensuring accuracy and consistency across all channels.

Students are informed of the relevant tuition fees at multiple points during the admissions and enrolment process, including during initial enquiry and pre-application engagement, within the formal offer letter, and through publicly available information on the institutional website. This multi-stage approach ensures students are fully aware of their financial obligations before they accept an offer and enter into a contractual arrangement with the institution, enabling properly informed decision-making.

Tuition fees are set in accordance with applicable regulatory requirements, including any applicable fee caps arising from funding designation conditions and the terms of validation or partnership agreements with awarding bodies or universities. The institution ensures that fee-setting processes are transparent, coherent, and appropriately overseen, with clear documentation supporting how fees are established and communicated.

Where any adjustment to published fees becomes necessary, the institution will communicate the change to affected students and applicants promptly and transparently, with a clear explanation provided.

4. STUDENT LIABILITY FOR FEES

Each enrolled student remains personally responsible for the settlement of tuition fees in respect of each academic year of their programme, regardless of the source of funding. This ensures that contractual obligations between the student and the institution are unambiguous and that fee administration is managed consistently.

Students intending to fund their studies through the Student Loans Company (SLC) are required to provide formal written confirmation of their tuition fee entitlement to the Finance Office prior to the commencement of their programme. This may take the form of an official award notification or equivalent documentation. Where a student does not provide the required evidence, or is found to be ineligible for SLC support, they will become personally liable for the full tuition fee. The institution will communicate this requirement clearly and in advance to ensure students understand their obligations.

Where SLC funding does not cover the full cost of the tuition fee, the student is responsible for paying the remaining outstanding balance. This must be settled in full before the course commences or via an instalment arrangement agreed in writing with the Finance Office in advance. All instalment agreements will be formally confirmed with a clear payment schedule and associated conditions to support transparency and accountability.

Where fees are payable by a sponsor, employer, or other third party, the institution will ordinarily invoice the relevant organisation directly. However, should the sponsor fail to make payment in full or in part, the student assumes personal liability for any outstanding amount from the date on which payment was originally due. This ensures the institution can recover outstanding fees while protecting the continuity of the student's enrolment.

The institution is committed to ensuring students are kept fully informed of their fee liability at every stage of their journey, from initial application through to completion. Clear, timely, and accessible communications will be issued in relation to financial obligations, payment deadlines, and any changes in funding status. Where a student's financial situation changes, the institution will provide appropriate guidance and, where reasonable, explore revised payment arrangements to support continued study.

5. PAYMENT METHODS AND SCHEDULES

Tuition fees fall due and are payable at the start of each registration period, which will ordinarily coincide with the beginning of each academic year, unless a formal instalment arrangement has been agreed in advance with the Finance Office. This requirement provides clarity and consistency in fee collection and enables students to understand their financial obligations from the point of enrolment.

The institution offers a range of accessible and secure payment methods to support the timely settlement of fees. These include payment by debit or credit card, bank transfer, cheque, banker's draft made payable to Ignition Pro – School for Entrepreneurs Limited, and in-person cash payments. All payments are subject to standard verification and processing procedures to ensure accuracy, auditability, and compliance with financial controls.

Students who wish to pay by instalments are required to contact the Finance Office at the earliest opportunity, ordinarily at the start of their programme, to request a payment plan. Instalment arrangements are not automatically available and are subject to approval based on individual circumstances. Where approved, a formal agreement will be issued setting out the payment schedule, due dates, and applicable terms and conditions. The institution reserves the right to apply reasonable administrative charges in connection with the creation and ongoing management of instalment arrangements where appropriate.

In the event that a payment fails or is returned, including any dishonoured cheques, a charge of £30.00 will be levied to recover the administrative and banking costs incurred. Students will be notified promptly of any failed transaction and will be required to arrange alternative payment within a specified timeframe to avoid any disruption to their enrolment.

This approach ensures that fee payment processes are transparent, consistently applied, and effectively managed, whilst also providing appropriate flexibility to assist students in meeting their financial obligations.

6. ADDITIONAL FEES AND CHARGES

The following charges may apply in specific circumstances and reflect the additional administrative, regulatory, or academic costs arising from particular student requests or requirements. All such charges are applied transparently, proportionately, and in line with published procedures. Students will be notified of any applicable charges in advance wherever this is practicable.

Urgent correspondence requested by students will incur a charge of £20.00 per letter to cover the additional handling and expedited processing involved. Requests for replacement or duplicate documentation, including standard letters, will be subject to a charge of £5.00 per item. These fees ensure that supplementary administrative services are delivered efficiently and consistently while maintaining equity across the student body.

Students enrolled on programmes requiring an Enhanced Disclosure and Barring Service (DBS) check, such as those in Health and Social Care, must comply with safeguarding requirements as a condition of participation. These students will be required to sign a DBS Checking Agreement and meet the cost of the check, currently set at £50.00 as detailed in that agreement. For programmes spanning more than one academic year, students are also required to maintain their DBS registration by subscribing to the DBS Update Service. This service, currently priced at £13.00 per year and payable directly to the UK Government, enables ongoing verification of DBS status and ensures continued compliance with safeguarding obligations.

Where a student is required to retake study, fees will be applied on a proportionate basis, calculated according to the number and credit value of the modules to be repeated. Such arrangements require formal approval by the Assessment Board and will be communicated clearly to the student in advance, including full details of the financial implications and any relevant academic requirements.

All charges are applied consistently and proportionately, ensuring that students are fully informed of any additional financial obligations arising from their personal circumstances. This approach upholds transparency, fairness, and adherence to consumer protection standards while enabling the institution to meet its operational and regulatory commitments.

7. DISCOUNTS

Discretionary reductions on fees may be available to self-funding students who choose to settle their full annual tuition fee ahead of the academic year start date. Such reductions are intended to encourage advance payment and support efficient financial administration; they are, however, available only at the institution’s absolute discretion and are not guaranteed in any given academic year.

Information concerning any available reductions, including eligibility conditions, applicable rates, and the deadlines by which payment must be received, will be made available by the Finance Office on request. Any agreed arrangement will be confirmed in writing before payment is made, and will be subject to clearly stated terms and conditions. The institution reserves the right to alter, withdraw, or discontinue any discretionary discount arrangement at any time. Where, however, a reduction has been formally confirmed in writing and the student has fulfilled the stated conditions, the institution will honour the arrangement. This approach maintains an appropriate balance between financial management flexibility and clear, transparent commitments to students.

8. CONSEQUENCES OF NON-PAYMENT

Students encountering financial difficulty are strongly encouraged to contact the Student Support Officer at the earliest opportunity to discuss their situation and identify any available support. Early contact enables the institution to consider reasonable and flexible arrangements, such as revised payment plans or adjusted schedules, calibrated to the student’s individual circumstances. The institution is committed to assisting students in continuing their studies wherever this is feasible and will act with fairness, sensitivity, and proportionality throughout.

In managing non-payment, the institution follows a staged and transparent process. Unless there is a history of persistent disengagement or a serious breach of agreed terms, students will receive clear written notice of any outstanding fees and a reasonable opportunity to address the matter. Communications will highlight available support and the steps required to bring payments up to date, ensuring students are fully informed before any formal action is initiated.

Where a student persistently fails to meet their fee obligations and does not engage with the support on offer, the institution may take proportionate steps to protect its financial position.

These may include cancellation of any agreed instalment arrangement, restriction of access to certain institutional facilities and services, and withholding of academic-related entitlements, such as access to results, transcripts, or confirmation of award, until the outstanding balance has been cleared. In cases of continued non-payment, the institution reserves the right to refer the debt to an external collections agency. Any additional costs arising from this process may be charged to the student.

Students remain personally responsible for all outstanding tuition fees at all times, including in circumstances where payment was anticipated from a sponsor, employer, or third party but has not been received. This approach ensures clarity of responsibility and consistency in the application of fee obligations. The institution is committed to balancing firm financial governance with a supportive, student-centred approach, ensuring that every reasonable opportunity is given to students to resolve financial difficulties before enforcement measures are pursued.

9. REFUNDS

The institution's commitment is to deliver each programme in a manner that aligns, as far as reasonably practicable, with the information provided to students prior to enrolment. This encompasses the structure, content, mode of delivery, and intended learning outcomes of the programme. Where the institution is unable to fulfil the terms of the student contract, it will take appropriate remedial action to safeguard student interests. This may include the provision of refunds or other appropriate remedies, except where alternative arrangements are expressly permitted under the Enrolment Terms and Conditions. Full refunds of tuition fees will ordinarily be issued where the institution cannot deliver a programme for which a student has enrolled and paid fees and no appropriate alternative is available, or where a compulsory component of a Group Award is withdrawn without an adequate replacement, preventing the student from attaining the qualification.

The institution will not ordinarily be responsible for indirect or consequential losses, such as loss of earnings or housing costs, except where it is not lawful to exclude such liability. Nothing in this policy seeks to restrict or exclude liability in any circumstances where doing so would be unlawful.

Where a substantial change to a programme or service causes a significant adverse impact on a student, the institution will offer appropriate and proportionate remedies. These may include continuation under revised arrangements, transfer to an alternative programme, or withdrawal accompanied by a refund and, where appropriate, compensation in line with this policy. The institution will exercise reasonable judgement in determining the most appropriate remedy, having regard to the individual circumstances of the student.

The institution's admissions and enrolment practices are governed by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the Consumer Rights Act 2015. Where a prospective student applies or accepts an offer by distance means – including online, by post, or by email following remote communication – the arrangement constitutes a distance contract. In such cases, the student is entitled by statute to cancel their acceptance within 14 calendar days of the date of confirmation. Cancellation within this window entitles the student to a full refund of any deposit or tuition fees paid. Refunds arising from distance contract cancellations will be processed within 14 days of receipt of a valid written cancellation request, which should be submitted to the Registry or by email to registry@ignition-pro.com.

Refund requests submitted after the 14-day statutory cancellation window has closed will be handled in accordance with Section 10 of this policy and may be subject to deductions for applicable deferral or transfer fees, as well as reasonable costs incurred by the institution on the student's behalf. Unless agreed otherwise in writing, refunds will be made to the original payer, whether the student, a sponsor, or the Student Loans Company. Where a student wishes to direct a refund to a third party, written authorisation and valid identification from the nominated recipient will be required.

Refunds will ordinarily be processed by bank transfer or through the same payment channel as the original transaction. Cash refunds will not be issued. No refund will be made in cases where a student is withdrawn from their programme as a result of breaching enrolment terms and conditions, disciplinary proceedings, fitness-to-practise concerns, persistent non-attendance, or failure to satisfy academic requirements.

In cases where refunds arise from programme suspension, closure, or significant disruption, the institution will act in accordance with its Student Protection Plan, ensuring that students are supported in accessing suitable alternatives or, where appropriate, financial remedies.

10. DEFERRALS, WITHDRAWALS, AND TEMPORARY SUSPENSION

10.1 Deferrals

A deferral of entry may be granted where a student submits a formal written request to the institution no later than four weeks before the scheduled programme start date and is unable to commence studies due to circumstances genuinely outside their reasonable control. Such circumstances may include, but are not limited to, significant personal or medical issues, visa delays, or other exceptional situations preventing timely enrolment. Deferrals will not ordinarily be considered where the delay results from factors within the student's own control.

All deferral requests are evaluated on an individual basis and are subject to the institution's formal review procedures. The institution may request supporting documentation, such as medical certificates or official correspondence, to validate the request before reaching a decision. Where a deferral is approved, the student's place will ordinarily be carried forward to the next available intake of the programme, subject to availability and any relevant regulatory, capacity, or validation constraints.

No tuition fee refund will be issued in connection with an approved deferral. Any fees already paid will be held by the institution as a credit on the student's account and applied to the deferred period of study. Students will receive written confirmation of the deferral decision, including the new start date, any attached conditions, and arrangements for re-enrolment.

This approach ensures that deferral requests are managed consistently, fairly, and transparently, while supporting the institution's planning capacity and ensuring appropriate support for students whose circumstances prevent them from beginning their studies as originally intended.

10.2 Withdrawals

No application for a tuition fee refund will be considered unless a completed Withdrawal Form has been formally submitted to the Registry. The effective date of withdrawal will be the date on which the completed form is received by the Registry, and this date will determine the applicable level of fee liability. Withdrawal requests cannot be backdated under any circumstances. Withdrawal Forms are available via the institutional Connect Portal or from the Registry directly, and students are responsible for ensuring that the form is accurately completed and submitted without unnecessary delay.

A full refund of tuition fees will be issued where a student submits a written request to withdraw at least one calendar month before the scheduled programme start date. Where a student withdraws after the commencement of their course but prior to the start of the final semester, they will be liable for 50% of the total annual tuition fee. Students who withdraw during the final semester will be liable for 100% of the annual tuition fee, reflecting the substantial proportion of teaching, assessment activity, and academic support that has already been provided.

The institution acknowledges that exceptional circumstances may arise and may, at its discretion, consider refund applications outside these standard parameters. Discretion may be exercised where a student withdraws within 30 days before the course start date due to circumstances beyond their reasonable control and through no fault of their own. In all such cases, appropriate and verifiable supporting evidence will be required, and each application will be reviewed individually to ensure a fair and consistent outcome.

Students receiving tuition fee funding from the Student Loans Company (SLC) who withdraw prior to receipt of the relevant SLC payment by the institution will become personally liable for any outstanding fees. Students are therefore advised to ensure their funding arrangements are fully in place before taking any decision to withdraw.

The institution reserves the right to apply discretion in the application of fee liability provisions where a student withdraws owing to exceptional or unforeseen circumstances. Each case will be considered on its own merits, based on the evidence presented and guided by principles of fairness, proportionality, and the protection of student interests.

10.3 Temporary Suspension of Studies

Students temporarily suspending their studies are expected to return and complete their programme at the next appropriate re-entry point. An intermission must be formally requested, with the effective date being the date on which a completed intermission request form is received by the Administration Office. Intermissions cannot be backdated, and students are responsible for ensuring that the request is submitted promptly, accompanied by any necessary supporting documentation.

No refund of tuition fees will be issued in respect of an approved period of intermission. Any fees already paid will be retained by the institution as a credit on the student’s account and carried forward to the subsequent period of study. This ensures continuity of financial arrangements and enables the student to return without the need to meet additional charges for periods already covered.

Upon resumption of studies, the student will be invoiced the full tuition fee applicable to the academic session of their return. However, a pro rata adjustment or equivalent reduction will be applied to account for the portion of the programme already completed prior to the intermission, ensuring that no student is charged twice for the same period of study. Full details of any applicable fee adjustments will be confirmed in writing at the point of re-enrolment.

Students who suspend their studies retain personal liability for all outstanding tuition fees accrued up to the point of intermission. Re-enrolment will not ordinarily be permitted until all outstanding balances have been settled in full, unless an alternative arrangement has been formally agreed with the Finance Office.

10.4 Accessibility and Support

The institution is committed to ensuring that all processes described within this policy are accessible, inclusive, and implemented in a way that allows every student to engage with them fully and effectively. This includes taking active and reasonable steps to ensure that students with disabilities, specific learning differences, or other additional support needs are not disadvantaged when interacting with any aspect of the policy. Information will be communicated in plain and understandable language, and alternative formats or delivery methods will be provided as required.

Where a student identifies a need for additional support or adjustment, the institution will consider and put in place reasonable adjustments consistent with its legal responsibilities and established procedures. These may include, for example, making documentation available in accessible formats, allowing extended timescales for responses or submissions, facilitating alternative communication methods, or providing additional guidance through named support staff.

The institution will work collaboratively with students to identify suitable adjustments and ensure that these are implemented promptly and effectively. All adjustments will be tailored to individual needs and reviewed as necessary to confirm their continued effectiveness.

11. CHANGES TO FEE LEVELS

Tuition fees will not ordinarily be increased for students already enrolled on a programme. The fee confirmed at the point of acceptance of an offer forms part of the contractual agreement between the student and the institution and will remain fixed for the normal duration of the programme, provided that the original enrolment contract continues in force and the student progresses in accordance with standard course requirements.

This approach gives students certainty and financial clarity, enabling them to plan their studies with a clear understanding of their total tuition fee obligations throughout the programme.

Where, however, a student's original enrolment contract is brought to an end – whether through voluntary withdrawal, suspension arising from failure to meet academic or progression requirements, non-payment of fees, or breach of enrolment conditions – and the student subsequently seeks to re-enrol, any such re-enrolment will be treated as a new contractual agreement. In these circumstances, the applicable tuition fee will be the prevailing fee at the time of re-enrolment rather than the fee in place at the time of the original registration.

Students will receive clear written confirmation of the applicable fee and any revised terms at the point of re-enrolment, ensuring transparency and enabling informed decision-making.

12. FEE APPEALS

Individual members of staff are not authorised to alter, waive, or grant exceptions to tuition fees outside the institution's formally approved policies and governance framework. All decisions regarding fee liability are subject to established financial oversight and controls to ensure consistency, transparency, and equitable treatment across the student body.

Where a student considers that a fee has been applied in error, or believes that exceptional or mitigating circumstances justify a review of the charge incurred, they may submit a formal written appeal to registry@ignition-pro.com. The appeal should state clearly the grounds on which it is based, provide a full account of the relevant circumstances, and be accompanied by any pertinent supporting evidence.

All fee-related appeals will be considered under the institution's Student Complaints Procedure. This ensures that each case is reviewed impartially, consistently, and within clearly defined timescales, with due consideration given to the evidence submitted. Students will be notified of the outcome in writing, with reasons provided and any resulting actions explained. This process ensures that fee-related concerns are addressed through a structured, transparent, and accountable mechanism, in line with institutional standards and regulatory expectations.

13. POLICY REVIEW

This policy will be subject to annual review, or sooner where required, by the Quality Unit. All substantive amendments will require ratification by the Board of Governors prior to coming into effect. The current version and full amendment record are maintained in the document control table below.

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