

1. Fee payment and refund policy

1.1. Deposit

To accept an offer students for the purposes of their tuition fees, are required to pay a non-refundable, non-transferable deposit.

The deposit will not be refunded unless one of the situations detailed in section 1.3 of this document arises.

Students should ensure they are certain that they wish to accept their offer of a place **before** paying a deposit.

1.2. Course fees

1.2.1. At enrolment

To enrol onto a course, amongst other things, the academy requires that students must not have debts to the academy from any previous years and:

- (a) have paid 100% of the tuition fee for their course
- (b) have an agreement between the College and a sponsoring organisation (e.g. a government, company or international scholarship agency) to pay the fee.

Students who do not meet the above requirements 1.2.1 (b) and (c) will not get any visa letter and will not be able to complete their enrolment.

1.3. Eligibility for refunds of deposits

Tuition fee deposits will be refunded under the following circumstances:

1.3.1. Refusal of an application for immigration permission

The academy will provide a refund of a deposit if a student has applied for entry clearance or leave to enter in order study at the College and this application is refused causing them to be unable to travel to, or remain in, the UK to start their studies.

1.3.2. In the event of a default by the Academy

A student will be entitled to a refund of their deposit in the following circumstances:

- (a) If the academy does not offer a course on the advertised start date.
- (b) If the academy terminates a course after the course start date and before the course completion date.
- (c) If the academy does not provide a course as advertised, due to circumstances beyond its control.

1.3.3. Exclusions

The College will not provide a refund of a deposit:

- (a) if a student is found to have used deception in their application to the academy; or
- (b) if a student's immigration application is refused because they have previously breached their immigration conditions, committed some other criminal offence or used deception. or
- (c) If a student does not meet the entry requirement for a particular course on the start date.

Where a student successfully appeals the immigration decision 1.3.3(b) shall not apply.

1.4. Deferred entry

Students must formally request their offer of a place to be deferred, by applying in writing to the Academy. If the academy agrees that a place can be deferred until the next suitable course, any remaining fees and/or deposits paid, minus any charges will be transferred to the next suitable course.

Where the BAC require it, the Academy will report to the BAC authorities students who defer and whose immigration permission is dependant on their studies at the academy.

1.5. Withdrawal

Students who have enrolled are **not** entitled to a refund of tuition fees if they withdraw, unless the circumstances in section 1.5.1 apply. If a student withdraws part way through a course they will still be liable for the fee for that course.

1.5.1. Exceptional circumstances

If a student withdraws from their course **before course commences**, the academy will not hold the student liable for the fees if the student:

- (a) is eligible for a refund of their fee (see 1.3); or
- (b) has to withdraw from their course due to illness; or
- (c) has to withdraw from their course due to the death of a close family member; or
- (d) has to withdraw from their course due to the death of their financial sponsor; or

If the student meets this requirement they will be entitled to a refund of the amount they have paid minus any charges.

Students who withdraw **after course commences** will be liable for the full fee for the course and will not receive any refund of fees.

Where the BAC requires it, the academy will report to the BAC authorities students who withdraw and whose immigration permission is dependant on their studies at the College.

1.6. Processing of refunds

1.6.1. Encouraging compliance with immigration policy and rules

Where a student's immigration permission is dependant on their studies at the academy and the academy has reported a student to the BAC for not enrolling, for withdrawing or being withdrawn from their course, the academy will only provide a refund if the student:

- (a) can show that they have left the UK; or
- (b) can show that they are now exempt from UK immigration control or have been granted immigration permission on some other basis.

1.6.2. Application

Students who wish to apply for a refund should do so, in writing, to the managing director. The managing director will assess the application according to this policy and determine whether a refund is due.

Where a student is applying for a refund of their deposit because of a refusal of immigration permission (see section 1.3.1), they should also provide a copy of the refusal notice issued by the UK Border Agency and a copy of the details page of their passport.

Where a student is withdrawing from their studies and applying for a refund of their fees because they have extenuating circumstances, they must show appropriate evidence such as medical certificates from a qualified medical professional, a death certificate.

Where a student is required to show that they have left the UK, they should provide a copy of a page in their passport which shows a non-UK immigration stamp dated after the date the academy have reported the student to the BAC and a copy of the details page of their passport. If a student's passport has not been stamped since they left the UK, they should provide a letter from a British Diplomatic Post (Embassy/High Commission/Consulate/etc.) or British Council office confirming that they have left the UK and a copy of the details page of their passport.

Where a student is required to show that they have been granted immigration permission on some other basis, they should provide a copy of their new immigration sticker or stamp in their passport or Biometric Residence Permit card (both sides) and a copy of the details page of their passport.

1.6.3. Timescales

Where a refund is due, the academy will ensure that refunds are issued within 21 working days of the receipt of written details and supporting documentation of the refund claim.

1.6.4. How refunds will be made

In line with UK money laundering laws, any fee paid will only be refunded to the person who paid the fee. In some cases this will mean that the refund is paid to someone other than the student (E.g. a sponsor).

Bank charges may be deducted for refunds made by bank draft or electronic transfer at the discretion of the College.

1.7 Company bookings

If a sponsoring company makes a booking and later wants to cancel before the course commencement date then we offer an alternative date or an alternative course suitable for the company. The company can also transfer the course fee to another candidate. If nothing is suitable we will offer a credit note which the company can use for booking other courses.

2. Appeals

Stage 1 Front-Line Resolution

Frontline resolution aims to quickly resolve straightforward customer appeals that require little or no investigation. The directors may deal with complaints at this stage.

The main principle is to seek early resolution, resolving appeals at the earliest opportunity and as close to the point of service delivery as possible. The academy encourages students to speak to their tutor and explain the problem in the understanding that these staff may be best placed to deal with the situation immediately.

Front-line resolution may involve referring the customer to the relevant College Policy and / or Procedure where this provides a more appropriate route for the issues to be addressed and resolved.

When will it escalate to Stage 2 – External

- where the member of staff considers the nature of appeal to be complex or high risk or of a high profile and damaging to the reputation of the academy
- when the customer is dissatisfied with the resolution.
- when the customer requests that the appeal is handled at Stage 2

If you have an appeal, please contact us on enquiries@glasgowmaritimeacademy.com

If you are dissatisfied by the outcome of your appeal at the 1st Stage then you can contact our external officer:

Mr Naveen Garg, (Ex Marine Sailor) Solicitor (England and Wales) Advocate (India), who has the responsibility for investigating and dealing with Stage 2 appeals.

You can contact him at: By Post at the Firm's Office at:

Glasgow Maritime Academy LLP,
101 Abercromby Business Centre,
279 Abercromby Street,
Glasgow G40 2DD, United Kingdom
Telephone: 0044 -1415542248
Email: ngarg@glasgowmaritimeacademy.com
What will happen next?

1. We will send you a letter acknowledging your appeal within three working days. We may at that stage ask you to confirm or explain any details.
2. We will record your appeal on our central register and open a file for your appeal. We will at that stage also investigate the appeal by examining the matter file.
3. We will aim to be in a position to write to you in detail with our findings within twenty one days of our acknowledgment of your appeal. However, where that is not possible because, for example, further enquiries need to be made we will write to you to explain the stage the investigation has reached and how soon we expect to be able to provide a full reply.
4. Under the procedures set out by the Ombudsman Services, there is an overriding time of eight weeks for the full conclusion of any appeal.

If you are still not satisfied, you can then contact:

Enquiries and Reporting Centre
Office of Fair Trading
Fleetbank House
2-6 Salisbury Square
London EC4Y 8JX.