

Anglia Professional Training charges tuition fees based upon the programme of study as a whole and these are not adjusted to take account of the number of classes attended by individual students. By enrolling on a course, students are making a commitment to pay the tuition fee for the programme of study offered for that academic year. Please note awarding body registration fees are not included in the course fees.

Students and/or employers are able to pay the course and exam fees in a variety of ways and the different options are discussed and agreed with each student at the beginning of the course. This document outlines the process Anglia Professional Training will follow in respect of payment for the course and exam fees.

We do require a minimum 10% deposit prior to the start of the course (unless the employer is paying), this should be paid at enrolment. The balance of the course fees and exam fees can then be made by one of the following methods:

Payment Methods:

Invoice

- An invoice will be issued either to the employer or direct to the student. This will cover both course and exam fees. Invoices will be processed approximately three weeks following the start date. Normal terms for payment are 30 days from date of invoice.

Instalments

- Any student wishing to pay by instalments will need to register for flexible payments. This will be for the course and exam fees payable in full before the planned end of the course. Anglia Professional Training will register the students who will then be contacted direct by the company to set up their own payment terms. There will be a transaction fee for each payment made for using this service. This service is only available where there are no alternative payment methods and is therefore not applicable to employers paying for the course fees. If a student withdraws from the course they will still be expected to pay the fees in full.

Fee Remission

- A student may apply for Fee Remission providing they meet the criteria. This will be processed along with the Enrolment Form. Evidence will be required to meet the requirements for the fee remission. Please note, fee remission does not include exam fees and these will be invoiced separately direct to the student. Payment terms for exam fees will be 30 days from the date of invoice.

Payment Terms

- All Invoices must be paid in full 30 days from the invoice date.
- Part payment or payment for exams as they are taken is **not** accepted, except in exceptional circumstances which will need to be discussed with a member of the office staff and agreed on an individual basis.
- Flexible payments must be applied for and payments made as agreed. Failure to maintain these payments will result in an invoice being issued for immediate payment of all remaining course fees.

- All exam re-sits will need to be paid for separately.
- All queries with invoices need to be discussed with a member of the office staff within ten days from the date of invoice.

Action

- If payment is not received within 30 days from the invoice date, Anglia Professional Training will proceed with the debt collecting process. The student may be withdrawn from the course after this point.
- Should a student be withdrawn from the course due to non-payment, the outstanding fees will still need to be paid.

Refunds

- In the unlikely event that APT has to cancel your course, we will refund your fees in full.
- We offer a two week trial period to ensure the course is right for you. If at the end of the two weeks you decide to cancel your course your deposit will be refunded to you. You must notify the office immediately to ensure the refund is processed.
- Anglia Professional Training is only able to issue refunds for course and exam fees, or waive the amounts payable, in exceptional circumstances and these would need to be discussed and agreed with the Director of Business on an individual basis. It is therefore important that each student makes use of the two week trial period and are happy to make the commitment to the whole course.
- If a student decides to withdraw from their course they must notify the office staff immediately.
- If a student withdraws they may apply for a credit note to use against future course fees. The fees credited will be pro rata to the number of units remaining when the student withdraws.
- If a student withdraws because they are not satisfied with the course they should follow the guidance given in the Complaints Policy. A refund will be made if the complaints procedure has been followed and Anglia Professional Training is at fault.
- Where employers are paying for the course, the employer is responsible for the full payment of the invoice. We recommend that you put in place a training agreement with your employee so that the responsibility for paying the course fee is clear.

Applying for a Credit or Refund

- All claims for credit notes or refunds must be made in writing and received within 28 days from the date of withdrawal. All claims must be supported by evidence of payment.

Please note – all outstanding fees must be paid before moving on to another course provided by Anglia Professional Training.