



Refunds and Compensation Policy

Under SPTI's current arrangements refunds are only considered in relation the following circumstances and these terms are incorporated into the Terms & Conditions and Student Contract signed prior to commencement of training:

Circumstances under which a refund or compensation **may** be considered:

- I) SPTI is unable to provide an advertised course to which students have been recruited and paid deposits or fees
- II) In the event of discontinuance or fundamental changes to a programme we will give you reasonable notice and you will be entitled to withdraw from your programme by telling us in writing. In these circumstances we will refund any tuition fees or deposits already paid.
- III) In the event of discontinuance or fundamental changes where you have commenced training, in the first instance we will make arrangements for you to complete your programme and exceptionally such arrangements may include enabling you to complete at another institution.
- IV) In the event of changes to the location of a course which means students can no longer access the course a refund of tuition fees or deposits already paid will be made. Compensation for maintenance costs or time spent training will not be covered.
- V) In the event of changes to the location of a course or transfer to another provider at another location, compensation for increased travel costs will be offered.
- VI) In the event that SC&P has overcharged a student or assessed their fees incorrectly the difference will be refunded.
- VII) In the event SPTI recommends transfer to a course with lower fees the difference may be refunded.
- VIII) In exceptional circumstances, where application is made for a refund based upon extenuating circumstances, for example illness with terminal diagnosis or where students would be unable to complete training. In this case the student would remain liable for registration, administration fees and fees for workshops already attended. Partial refund for unattended workshops only may be considered. In all cases of withdrawal due to extenuating circumstances withdrawal must be in writing to the Business Operations Manager and with certified documents, for example a doctor's certificate or documents verifying the situation.
- IX) SPTI operates a complaints procedure and in the first instance SPTI will work on an informal basis with you to address the complaint and agree outcomes. If this proceeds to formal complaint and a refund is being sought then this would require approval from the Business Operations Manager and would be dependent on the outcome of the complaint and in line with terms and conditions of the Student Contract.

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- X) Under Consumer Contracts Regulations 2014 if an agreement has been made with us via distance communication, you may cancel by informing us in writing as soon as possible and within fourteen days after you have entered into the agreement. Any fees paid to us under this agreement will be refunded to you as described in the Terms and Conditions.
- XI) We have the right to withdraw programmes before they have started. In such circumstances refund of fees or deposits will be given.
- XII) If insufficient participants join the course or workshop, the course may be cancelled or rescheduled. In these circumstances the deposit and any fees paid would be reimbursed or transferred to a rescheduled date (by agreement).

Circumstances under which a refund or compensation **may not** normally be considered:

- XIII) SPTI reserves the right to make minor alterations to timetable, location, number of classes, method, content, delivery & assessment of our programmes provided they are reasonable. Any such changes would be through a process of consultation with students and the validating university and in accordance with SPTI and Staffordshire University academic regulations in such circumstances no refund would be considered.
- XIV) If you choose not to enrol or attend having paid the deposit, then your offer to study may be withdrawn and deposit forfeited. Deposits are non-refundable unless we fail to provide the course offered.
- XV) If a student withdraws from a one-day workshop after fourteen days of having entered the agreement but within 7 days of commencement where the fee has been paid in full, a refund will not be given.
- XVI) Withdrawal: Students sign a Student Contract prior to commencement of training. Once signed and the course has commenced students remain liable for all fees for the academic year in which they have enrolled. In the event of withdrawal for reasons other than those above you will not get a refund. If refunds are declined SPTI may issue credit for future training or against future years in relation to workshops not attended. This to be agreed in writing with the Business Operations Manager at point of withdrawal.
- XVII) Students in receipt of SLC Tuition Fee Loans: If a student withdraws from their course within a given academic year, any outstanding Tuition Fee Loan instalment payments for that year will not be paid by SLC. However, SPTI students remain liable for full course fees for the academic year in which they have enrolled. Except in extenuating circumstances as VI) above outstanding fees would need to be paid by the student themselves. In all cases of withdrawal due to extenuating circumstances withdrawal must be in writing to the Business Operations Manager and with certified documents, for example a doctor's certificate or documents verifying the situation.

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