

POLICIES & PROCEDURES

Booking Conditions

1. Places may not be booked without completing the enrolment process and making payment in full of the relevant tuition fee.
2. Unless stated, the fee shown represents only the tuition fee. Any examination fees may be additional where appropriate. Examination and course fees are not subject to concessionary discounts.
3. The Flexilearning Centre reserves the right to change the tutor and or the examiner of any class. We cannot guarantee that your class will remain in the same room throughout the course.
4. We regret that classes may have to be closed if sufficient learners do not enrol before the start of the session. In such cases, you will be entitled to a full refund of the fee paid. Where appropriate, you may be offered a transfer to another course or the option of a shorter course for the same fee.
5. To meet the requirements of the Home Office and accreditation board of the British Council, attendance of students is monitored by means of class registers.
6. All students must attend the full course and the agreed study timetable in order to pass the exam successfully and to achieve certification. The Flexilearning Centre cannot be held responsible for students not attending regularly and then not passing their exam. The Flexilearning Centre reserves the right to withdraw an application after 3 sessions of unexplained absenteeism. (See below for the refund policy)

Refund Policy

You should bear in mind before paying, or authorising someone to pay on your behalf, that fees are not refundable. Refunds are not applicable except in the following circumstances:

- a. A full refund will be made if the course is cancelled before it starts or if you wish to withdraw from the course providing your request is received in writing at least five working days before the class is due to start.
Alternatively, instead of the refund you can transfer to another appropriate course or choose a shorter course for the same fee.
- b. A part refund will be made if the course starts but is closed at a later stage because of unforeseen circumstances on a pro-rata basis depending on the number of sessions not held.
If, however, you are unable to start or complete a course for medical reasons, providing a medical certificate is produced, a refund will be given for the remainder of the course from the time we are notified of your situation.

Part refunds are subject to a deduction of £20.00 administrative charge.

When an examination date has been booked already, we regret that the examination fee is not refundable.

Refunds are not applicable in situations where a student decides to leave a course after joining against the advice of the centre.