

## REFUND POLICY OIEG

Reason	Administration Fee (£150)	Tuition Deposit (£1000 ICD, 50% Of fees at all other centres)	Any Additional Payment
<b>Where a CAS has been issued and USED by the student</b>			
<b>Where a student receives a visa Refusal</b>			
Visa was refused due to no fault of the student	X	Y	Y
Due to OIEG/University Error	Y	Y	Y
Due to Student Error *	X	X	Y
<b>Where a student withdraws from their course before arrival but the CAS was USED and visa was granted</b>			
With exceptional circumstances for withdrawal **	X	Y	Y
With no exceptional circumstances ** and the student chooses to defer	X	Any fees already paid are to be carried over to the new course	
With no exceptional circumstances ** and the student chooses not to defer	X	X	Y
<b>Where No CAS has been ISSUED &amp; Students who do not Require a CAS</b>			
<b>Cancellation where student meets entry requirement</b>			
More than 8 weeks prior to start date	X	Y	Y
Less than 8 weeks prior to start date (with exceptional Circumstances **)	X	Y	Y
Less than 8 weeks prior to Start date (with no exceptional circumstances**)	X	X	Y
<b>OTHER</b>			
Cancellation where the student does not meet the entry requirement	X	Y	Y
Where a course is changed or cancelled by OIEG	Y	Y	Y
Where a student cancels/withdraws during their studies	X	A full term's notice will be charged except in exceptional circumstances** at the discretion of the Operations Director/College Director	
Where a student is expelled	X	X	x
Where a student is refused a CAS by OIEG/the University due to an attempt to misrepresent personal circumstances	X	X	x
Where a student is refused a CAS by OIEG/The University due to suitability concerns	X	Y	Y

\*Student Error includes:

Where it is determined by the UKVI that the student has:

Submitted fraudulent or otherwise incorrect or misleading documentation

Failed to attend visa interview

Failed to disclose information about their previous immigration history that directly resulted in a refusal (eg but not limited to: criminal convictions, previous refusals, periods of overstay etc)

\*\*Exceptional circumstances are at the discretion of OIEG and include: illness which prevents the student from studying and close family bereavement. Evidence will be required prior to authorising refunds in such circumstances.

All Refunds will be processed within 21 calendar days of receiving the completed refund form and relevant supporting documentation. Refunds will be made to the account from which money was received by OIEG.