



# CAMBRIDGE INTERNATIONAL COLLEGE

THE BRITISH INTERNATIONAL COLLEGE OF PROFESSIONAL MANAGEMENT

**Professional Study & Training for Successful Careers**

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## REFUNDS POLICY

## REFUNDS POLICY STATEMENT

1.1 The College provides full and detailed information about the study available, and about the rules and regulations, terms and conditions, to all applicants to enable them to make a well-informed decision on whether they can, should, need or want to register; the onus is therefore on the applicant to ensure as far as is possible that he or she is able to undertake the study; further enquiries can of course be made by telephone or by email for a personal answer to any specific concerns.

Once an applicant has been accepted as a Member of the College and a Membership Number has been allocated, and Study & Training Materials have been despatched, the Refund Policy is that the College will not offer a refund of Fee, unless:

- within one month of enrolment the Member forwards a Medical Note stating that he/she is not able to continue study on medical grounds; in such circumstances, a partial refund (less postage and an administrative charge) may be refunded.
- should a medical condition be a temporary matter preventing study, the College may extend the study period at its discretion for no charge.
- the Member feels that the Program is too advanced for him/her; in which case the College will offer another Program instead of the original one, and the Study Period for the original Program will be "frozen" until the foundation is completed; in circumstances where that is not possible, a partial refund (less postage and an administrative charge) may be refunded.
- the Member can prove or argue that the content of the Program is not the same as that advertised in the Prospectus or website, bearing in mind that the first Module of Programs is available free of charge on the College website. CIC Programs do not operate on a "Trial and Return" basis.
- a Member who has been sponsored (by a charitable institution) dies, and then a partial refund may be made, or the Membership may be transferred over to an alternative person.
- a Member dies within one year of enrolment, and then a partial refund may be made to a proven family member.

1.2 Failure to attempt, or to pass, the Examination(s) (and/or Assignment) for a Program enrolled/registered for in the Study period is not accepted as a reason for refund.

The return of Study and/or Training Materials is not accepted as a reason for refund.

1.3 In the case where a refund is requested, a written letter laying out the reasons why a refund is requested must be received from the Member.

1.4 The occasions on which a refund is requested is historically less than a handful a year, and on such rare occasions each case is dealt with on its merits personally by the Principal or Vice Principal. CIC will be sympathetic and understanding towards such requests but CIC will only make exceptions to the policy for a very good reason. CIC may take in to consideration factors such as the length of time after enrolment that a refund request is made, or other specific factors - each case is treated on its own merits.

2.1 CIC will always be sympathetic and understanding, but firm and reasonable, towards each request.

2.2 If the College does agree to make an exception for good reasons, such as medical problems, and after taking in to consideration the length of time after enrolment a refund request is made, and any specific factors or compassionate factors - each case is treated on its own merits - then possible options in the case of a request for a refund may include but are not necessarily limited to the College offering:

- \* a full refund
- \* a partial refund (perhaps taking in to account postage costs, administration, condition of Study Materials)
- \* refusal to make any refund at all (rejection of request)
- \* to change the Program for a different one (possibly with a charge to cover administration and postage)
- \* to enrol for (often at a reduced fee) and complete another Program before continuing with the current one
- \* to extend the study period

*David Lawson*

Director of Studies

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