

Refund Policy

A full refund will be made in the following circumstances:

1. BSL First Limited decides to cancel a programme. A full refund, minus any credit/debit or payment processing fees, will be made for all cancellations, regardless of whether the cancellation was made before the course has started or at some point during the course.
2. A full refund will be made in the case where a learner decides to withdraw from the course within two weeks of starting the course.
3. Learners who are required to attend an interview for his or her programme must pay the deposit before the interview date. A full refund, minus any credit/debit or payment processing fees, will be made for learners who are unsuccessful in the interview.

A part refund will be made in the following circumstances:

1. A learner is unable to complete the course due to acceptable extenuating circumstances, as detailed in the Extenuating Circumstances Policy. The amount to be refunded is dependent on how much time has lapsed since the learner has started the course.
2. A learner is forced to withdraw from their course due to a complaint that he or she has made regarding the administration, teaching or other aspect of the course. BSL First Limited reserves the right to consider each refund application on an individual basis. The amount to be refunded is dependent on the specific circumstances, the results of any investigation and the amount of time that has lapsed since the learner has started the course.

No refund will be made in the following circumstances:

1. A learner is unable to complete the course due to unacceptable extenuating circumstances, as detailed in the Extenuating Circumstances Policy.
2. A learner is forced to withdraw due to poor attendance, poor organisation or not keeping up with homework.
3. A learner does not finish the course.
4. A learner fails an exam or assessment decision.
5. A learner fails to inform BSL First that he or she has decided to withdraw from the course. Learners **must** inform his or her teacher of his or her intention to withdraw from the course.
6. If the learner is required to attend an interview for his/her chosen course and is offered a place on the course is not entitled to a refund of the deposit if he/she decides not to accept his/her offer of a place.