

## 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. Students who decide to withdraw from the course within **21 days** following the first session are entitled to a waiver of outstanding course fees. The deposit, any credit/debit or payment processing fees or interview fees will not be refunded.
3. BSL First ceases to offer a qualification, has qualification approval withdrawn by the Awarding Body or ceases its business operations, as detailed in our Withdrawal of Qualification Policy.

### A part refund will be made in the following circumstances:

1. A student is unable to complete the course due to acceptable extenuating circumstances, as detailed in the Extenuating Circumstances Policy. If paying by direct debit, the obligation to pay the outstanding course fee may be waived. If the student has paid in full, a part refund will depend on how much time has elapsed since the learner has started the course.
2. A student is forced to withdraw from their course due to BSL First being unable to make an appropriate reasonable adjustment and where no fair or reasonable solution can be achieved, as detailed in our Complaints Policy.
3. A student is forced to withdraw from their course due to evidence of gross misconduct by BSL First that has caused material harm to the student, as detailed in our Complaints Policy.

### No refund will be made in the following circumstances:

1. A student is unable to complete the course due to unacceptable extenuating circumstances, as detailed in the Extenuating Circumstances Policy.
2. A student is forced to withdraw from the course due to poor attendance, poor organisation or not keeping up with homework. This applies where the student has decided to withdraw from the course themselves or where BSL First has removed a student from the course.
3. A student does not finish the course.
4. A student fails an exam or assessment decision.
5. A student decides to withdraw from the course after 21 days of the first session because they decide that the course does not meet their expectations.
6. A student fails to inform BSL First that he or she has decided to withdraw from the course. Students must inform his or her teacher of his or her intention to withdraw from the course.
7. A student makes a complaint. Making a complaint does not automatically entitle a student to a refund. All complaints and requests for refunds will be dealt with in accordance with our Complaints Policy.
8. Interview fees are always non-refundable.