



Refund and Compensation Policy

- 1.** Enrolment on a course at Paragon Training Academy Limited constitutes a binding learning contract between the student and Paragon Training Academy Limited to pay the tuition fees in full, diligently attend all classes, undertake and submit course assignments on time, and participate in class seminars and discussions. Paragon Training Academy Limited reserves the right to expel you from the Institution if you breach any of the Institution's terms and conditions of acceptance. This policy is an annex to Paragon Training Academy Limited's Student Protection Plan and reflects our commitment to the student experience and to supporting our students to achieve their academic outcomes.
- 2.** This Refund and Compensation Policy sets out the circumstances in which Paragon Training Academy Limited will refund tuition fees and other relevant costs to students. The policy covers situations where Paragon Training Academy Limited is no longer able to preserve continuation of study for one or more students. The policy may also cover situations where there has been disruption to a course of study. The Student Protection Plan identifies these circumstances and the mitigating processes in place. However, should such circumstances arise, this policy sets out how affected students may, following completion of the complaints procedure, claim a refund of fees and/or appropriate financial or other compensation. Paragon Training Academy Limited considers refunds and compensation to be a remedy of last resort and is committed to using its best endeavours to ensure all students are able to continue and complete their studies at Paragon Training Academy Limited. Paragon Training Academy Limited is not liable for events outside of our control, as set out in the Terms and Conditions.
- 3.** Students are advised that in addition to the rights set out in this Policy they also have additional statutory remedies under the Consumer Rights Act 2015. This policy is informed by the Consumer Rights Act 2015 (CRA) and the Higher Education and Research Act 2017 (HERA). Paragon Training Academy Limited is seeking to be regulated by the Office for Students and conforms to the requirements set out in the Student Protection Plan.
- 4.** In this Policy a reference to Paragon Training Academy Limited no longer being able to preserve continuation of study means that Paragon Training Academy Limited has terminated or intends to terminate: An academic programme of study on which an individual has accepted a place before that individual can enrol as a student; An academic programme

of study on which a student is enrolled before that student has completed that course.

5. In circumstances where Paragon Training Academy Limited is no longer able to preserve continuation of an academic programme of study, and students have already commenced study on that programme, students may make a claim for compensation where they are forced to withdraw from Paragon Training Academy Limited. This will only apply when Paragon Training Academy Limited is ceasing to deliver an academic programme of study before registered students of that programme have completed their studies and where the student and Paragon Training Academy Limited have failed to agree on a suitable alternative programme on which to transfer, at this or another HE Provider.
6. Paragon Training Academy Limited will always aim to teach students to the end of their programme even when a decision has been taken to close an academic programme and to cease admissions to it.
7. Paragon Training Academy Limited considers refunds and compensation to be a remedy of last resort and is committed to ensuring as far as possible that all students are able to continue and complete their studies at Paragon Training Academy Limited.
8. This policy covers all students of Paragon Training Academy Limited. It covers: students in receipt of a tuition fee loan from the Student Loans Company; students who pay their own tuition fees; and students whose tuition fees are paid by a sponsor. In all cases, tuition fees and other costs will only be refunded to the original fee-payer/sponsor (whether Student Loans Company, individual student or sponsor of a student).
9. In the unlikely event of Paragon Training Academy Limited not being able to 'teach out' students on a programme that is being discontinued, students will be offered the opportunity to transfer to another programme at Paragon Training Academy Limited. Where there is not a suitable alternative programme at Paragon Training Academy Limited, Paragon Training Academy Limited will support students to transfer to a suitable programme at another HE Provider.
10. If a student remains dissatisfied with the outcome of a claim for compensation under this policy, the student may be able to apply for a review of the claim by the Office of the Independent Adjudicator for Higher Education (OIA). This is an independent review scheme external to and independent of Paragon Training Academy Limited's complaint procedure. The OIA will normally only review issues that have been dealt with through Paragon Training Academy Limited's internal procedures.

Short Term Study Visas – Overseas Students

11. If you obtain a short term study visa with our Acceptance Letter and unilaterally decide not to take up the offer of a place, which has been reserved for you without the consent of Paragon Training Academy Limited, tuition fees already paid will not be refunded and you

will be liable for the balance of fees for that duration of that programme. The UK Visas and Immigration will also be notified and your leave to remain in UK may be curtailed.

- 12.** If upon payment of your full tuition fees to Paragon Training Academy Limited you are issued with an Acceptance Letter and thereafter refused entry clearance to enter the United Kingdom as a student, you will be entitled to a refund of the amount paid to Paragon Training Academy Limited less the sum of £350.00 (administrative and incidental costs) subject to the following grounds:
 - a. Should your application for student visa be refused for other reasons apart from negligence on your part, and you request a refund of your tuition fees. Paragon Training Academy Limited will require a copy of the Notice of Immigration Decision, together with a written confirmation from you that you do not intend to seek an administrative review of the refusal decision and ensure that you receive your refund within 30 days of submitting your request.
 - b. After a place has been reserved for you at our Institution, if your application for short term study visa is refused by the British High Commission/Embassy in your country on the grounds that you have used forged documents, your payment will not be refunded to you until you have proved to the British High Commission/Embassy in your country that your documents were genuine and not forged.
 - c. If your visa application is refused due to your adverse immigration history, which was not disclosed to Paragon Training Academy Limited at the time of your application, despite having the opportunity to do so, tuition fees paid will not be refunded.
 - d. If upon payment of your full tuition fees to Paragon Training Academy Limited and prior to issuance Acceptance Letter, you decide not to proceed with your application for any reason whatsoever, you will be entitled to a full refund of the amount paid to our Institution.
- 13.** Excepting circumstances of Paragon Training Academy Limited discontinuing a course, fees are not refundable or transferable once you have commenced your studies at Paragon Training Academy Limited, whilst allowance cannot be made for non-attendance, sickness, withdrawal from the course without legitimate reason or prior agreement with our Institution.
- 14.** If you are late in starting your course, you will not be entitled to any refund of/or reduction in tuition fees. This also applies if you have been absent from classes for a period of time and where you may not have been attending all the subjects for which you have been enrolled. Where the delay in arriving in UK was due to visa or appeal reasons, you will be asked to join your course as soon as you arrive in UK.
- 15.** If you are required by the UK Visas and Immigration Department to leave the UK because of none or poor class attendance record, or because of a breach of UK Immigration Rules, the tuition fees you have paid to our Institution will not be refunded.