



## Tuition Fee Policy

<b>Policy Title</b>	Tuition Fee Policy						
<b>Course type</b>	HE		X	Practical			X
<b>School</b>	London	X	Online	X	Ibiza		
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<b>Owner</b>	Head of Registry						
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## **Introduction**

Students are required to pay the tuition fees and charges applicable to their course. Fee levels are determined based on tuition fee status and mode of attendance. Tuition fees for all courses are published in advance and can be found on the Point Blank website.

Students retain primary liability for the payment of tuition fees, including where sponsorship agreements have been approved. Point Blank will always seek to recover fees directly from students in cases where payment from other approved sources is not forthcoming. Point Blank reserves the right to take appropriate action against students who fail to pay their fees or make satisfactory arrangements to pay by the end of a set period.

Students are responsible for ensuring that all appropriate fees, fines and other charges, including any element of fees payable by sponsors, are paid in accordance with the requirements set out in this policy. In accepting the offer of registration, the student accepts a contractual liability to pay the Tuition fee for the duration of their course in accordance with these requirements.

Point Blank will remind students of fees, fines and other charges due through the student dashboard however, these are reminders only and students are contractually responsible for paying fees, fines and other charges on time. The finance department's primary method of communication will be through the student's email address. Students are responsible to monitor their emails and failure to check the emails is not an acceptable reason for late or non-payment of fees or charges due.

The contact details available on the students' record, will be utilised to contact the students regularly. Students are obliged to make sure personal contact details are kept up to date so as to ensure they receive all important communication regarding fees and debts.

Students who have not paid their tuition fees by the due dates will be subject to sanctions and debt management procedures which form part of this policy.

Progression through a programme of study may be affected if this financial obligation is not fulfilled. Point Blank reserves the right to prevent students from participating in graduation ceremonies and to withhold degree certificates, transcripts and references in the event of non-payment of tuition fees. In the event of any conflict between this policy and other documents or publications containing reference to fees, this policy shall have precedence.

## **Section 1: Fee Setting and Annual Fee Level Increases**

- 1.1** Tuition Fees are charged for all students at Point Blank, unless otherwise advised.
- 1.2** Point Blank reserves the right to correct administrative errors and to recover any associated shortfall in fees but will consider exceptional mitigating circumstances on a case-by- case basis to determine a payment plan if deemed appropriate.
- 1.3** **London and Online Higher Education Degree Programmes.**
  - 1.3.1** The fee levels for current and the forthcoming academic years are available in advance to help students to plan their finances.
  - 1.3.2** In most cases, standard Fee levels for each year are set during the previous academic year.
  - 1.3.3** Course fee levels may be subject to change during the academic year for those courses that operate multiple start dates throughout an academic year. Any changes to course fee levels will be communicated directly to affected individuals and will be advertised in the Table of Fees. (see <https://www.pointblankmusicschool.com/about-point-blank/about-london-school/funding/>). Students who withdraw, interrupt or change programme will be advised by Student Services of any applicable adjustment to their fee.
  - 1.3.4** Tuition Fees are paid in each year (academic session) for which students are registered and may rise each year. Tuition fees may not stay the same as the year in which students start unless specified.

## **Section 2: Fee Status**

- 2.1** Tuition fees are charged according to a student's fee status. These are currently: Home EU/Home UK and Overseas. Online and Practical course tuition fees for international students are dependent on length of study and may differ from the UK/EU tuition fees.
- 2.2** The tuition fee charged depends on a student's nationality, UK immigration status and place of residence prior to registration at Point Blank. For further information, please visit the UKCISA website: <https://www.ukcisa.org.uk>
- 2.3** Where applicable, Point Blank follows government regulations to assess the appropriate fee status for each student. The same regulations are applied at all English universities (other UK universities use similar regulations) but each institution is expected to make its own assessment, which may not be influenced by the decision of another institution.

- 2.4** Assessments of fee status are carried out on an individual basis and are based on the individual circumstances of each applicant. Assessments cannot be carried out until an application for admission has been processed.
- 2.5** An applicant who requires their fee status to be reconsidered should contact the Admissions team immediately as a fee status is not normally amended after an offer is made. A potential student with an offer who disputes their fee status will normally receive an acknowledgement within two working days. Point Blank aims to make a final decision within ten working days but reserves the right to extend this period where the tuition fee assessment is complex. Any such written request must be submitted to the Admissions Office prior to course enrolment and a final determination from Point Blank must be received before registration. A student with an undermined tuition fee status may not be allowed to commence study or, if permission is granted, may be allowed on a temporary registration status.
- 2.6** Point Blank reserves the right to review any offer of admission and the award of any financial aid if a fee status changes. Once registered as a student, a fee status may be reclassified only in exceptional circumstances (e.g. a change in law or a change to the status of the student). Any change in fee status will not normally commence until the first day of a subsequent academic year (1 September).
- 2.7** A student may become eligible for a Home/UK, Home/EU fee on the first day of a subsequent academic year if they (or a relevant family member) becomes a refugee; if they (or their spouse/civil partner or parent) are refused asylum but granted Humanitarian Protection or another specified form of leave; if they have already met the relevant three-year residence requirement on the first day of the first academic year of their course and have become an EU national (or the family member of an EU national), an EEA or Swiss migrant worker (or the family member of such a person), the child of a Swiss national or the child of a Turkish worker; if they are studying in England in any academic year after August 2016 and they meet the requirements of the new “Long residence” category. Any of these scenarios will require a formal re-assessment of fee status (and, for the avoidance of doubt, a change in fee status is not automatic or implied).
- 2.8** If a student starts a new programme, the fee status will be re-assessed. Further information on Fee Assessment can be found on the Point Blank website.

### **Section 3: Tuition Fees Payable**

- 3.1** All students registered at Point Blank will be liable for Tuition fees for the full academic period for each year. Tuition fees are chargeable for the academic period required by the course, with the annual amount charged for each academic year of the course unless otherwise stated. Students are responsible for ensuring that tuition fees are paid in full and on time. Where a student is sponsored by an organisation, the student is required to ensure fees are timely paid by the sponsoring organisation.

## **3.2 London and Online Higher Education Degree Programmes**

**3.2.1** Regulated undergraduate fees are subject to inflation-based increases (as set out by the UK government and subject to agreement by the School's Fees Advisory Group).

**3.2.2** Unregulated tuition fees (overseas undergraduate and practical courses) will be reviewed annually and may be revised by the Fees Advisory Group.

**3.2.3** Fees for the Higher Education courses in London offered by Point Blank are listed at <https://www.pointblankmusicschool.com/about-point-blank/about-london-school/funding/>, and practical course fees are available on the relevant course page of the Point Blank website.

**3.2.4** Fees for the online Higher Education courses are listed at <https://www.pointblankmusicschool.com/about-point-blank/about-online-school/funding/>

**3.2.5** Applicants with a valid offer for a Higher Education Degree programme may enrol on their preferred programme by accepting their place as a firm choice through UCAS (for students applying through UCAS) or via the Point Blank website.

**3.2.6** Applicants enrolling through the website may be required to pay a registration fee to complete their enrolment. The registration fee amounts can be found on the relevant course page. Where applicable, registration fees may be discounted, dependant on course, from the overall course price. Information on applicable courses can be found in the Table of Fees:

<https://www.pointblankmusicschool.com/about-point-blank/about-london-school/funding/>

## **3.3 London and Online Practical Programmes**

**3.3.1** Practical course tuition fees will be determined by the course choices made within the application to study. Charges will accrue progressively (if applicable) through the course as additional modules are undertaken. Students are required to pay for courses as part of the registration process and are required to settle fees due prior to, or at the point of, each course sign up/registration.

**3.3.2** Applicants enrolling through the website may be required to pay a registration fee to complete their enrolment. The registration fee amounts can be found on the relevant course page.

## **Section 4: UK/EU Student Tuition Fee Loans for London and Online Higher Education Degree Courses**

- 4.1** UK / EU undergraduate students may be eligible for a Tuition fee loan from the Student Loans Company. The tuition fee loan may cover part/all of the tuition fee depending on the course and study route. If the tuition fee loan covers part of the tuition fee or a partial fee loan is taken, then the student is liable to pay the balance in accordance with the payment terms for self-funded students detailed in this policy. It is the responsibility of the student to ensure that the loan applied for is correct and sufficient. Students are encouraged to make the application in advance of enrolment to ensure funding is secured for payment of tuition fees.
- 4.2** Students are required at the time of registration to submit the Student Loan Company College Payment Advice as evidence of their student loan. If the College Payment Advice is not available, then a customer reference number must be provided as evidence (supported with a screenshot which shows that the student loan application is in progress). If a tuition fee loan remains unconfirmed after 14 days, Point Blank will require the student to authorise a “consent to share” to allow Point Blank to discuss the student's application with the Student Loan Company.
- 4.3** Where a customer reference number and screenshot of the student loan application has not been provided, Point Blank reserves the right to cancel the temporary enrolment after 14 days, as stated in the Enrolment and Registration Policy. Point Blank reserves the right to withdraw the student should a tuition fee loan remain unconfirmed by the end of the first term of the applicable academic year.
- 4.4** Non-UK/EU Students or students residing in Wales are not currently eligible for Student Finance tuition or maintenance loans. EU students may be eligible for tuition fee funding but are not eligible for a maintenance loan.
- 4.5** Eligible students may be able to apply for a tuition fee loan of up to £6,165 for courses with standard delivery, or up to £7,400 for courses with accelerated delivery. Eligible students may be entitled to a maintenance loan of up to £12,382 per year. The amount of maintenance for which a student can apply is means-tested and will depend on personal circumstances and household income. Please note that maintenance is not normally awarded for online courses however you may be eligible depending on your circumstances. Please contact your local awarding body for further information.
- 4.6** Maximum tuition and maintenance loan amounts for UK residents (as at the date of this Policy) are shown below. Please note that Point Blank has applied to the Office of Students for access to the Fee Cap category and, once granted, tuition fees and the amount of tuition fee loan available will be subject to change and this policy will be updated accordingly.

## Funding – London

Domicile	Tuition Loan (Standard Delivery)	Tuition Loan (Accelerated Delivery)	Maximum Maintenance Loan London
England	£6,165	£7,400	£12,382
Scotland	£6,165	£7,400	£1,875
Northern Ireland	£4,030	£4,030	£6,780
Wales	Not eligible	Not eligible	Not eligible

## Funding – Online

Domicile	Tuition Fee Loan	Maximum Maintenance Loan Online
England	£5,970	Not eligible
Scotland	Not eligible	Not eligible
Northern Ireland	£3,206.25	Not eligible
Wales	Not eligible	Not eligible

- 4.7** In the event that a change in circumstances occurs which affects eligibility for funding, either during or after a period of study, resulting in a claw-back of fees by the awarding body, the student will be liable for any resulting shortfall in fees and is required to pay the amount in accordance with the payment terms for self-funded students as detailed in this policy.

## Section 5: Course Sponsorship

- 5.1** Sponsored students are required to provide evidence of their sponsorship via a sponsorship letter provided by the sponsor (see Appendix 1 for template). This letter is required to be provided before or at the time of enrolment. Point Blank will utilise the sponsorship letter as an authoritative document to invoice the sponsor. Where students are unable to provide evidence of sponsorship, the student will be invoiced as a self-funded student and will be required to pay the initial deposit as set out in this policy. Students are expected to ensure that their sponsor(s) pay the tuition fees by the due date (and please note that debit or credit payments can be set up in advance on Worldpay through enrolment via the Point Blank website). Point Blank is under no obligation to accept any particular organisation as a sponsor and reserves the right to undertake credit searches to establish the ability of the sponsor to pay fees when due.
- 5.2** The payment terms applicable to sponsors are not later than 30 days from the date of invoice or not more than 14 days before the course start date (whichever is sooner). When a sponsor fails to adhere to the payment terms, Point Blank reserves the right to invoice the student to recover the fees. By invoicing a sponsor, Point

Blank does not enter into a contractual agreement with the sponsor. Any sponsorship agreement is strictly between the sponsor and the student and the liability for payment remains with the student, regardless of sponsorship arrangements.

- 5.3** Evidence of sponsorship should be submitted to Point Blank in the form of a sponsor letter during the application process for Higher Education programmes or the enquiry process for Practical programmes to enable an invoice to be generated. This should be on the organisation's letter headed paper clearly stating the name of the student, the course being sponsored, and the value of fees sponsored. The letter is required to be signed by the authority, clearly stating the name and designation of the person. Where students are partly-sponsored, the student will be invoiced for the balance. By prior agreement, the balance may be divided equally by terms over the period of study.

## **Section 6: Tuition Fee Due Dates and Instalment Options**

- 6.1** Tuition fees are payable for the full academic term, though students may be given the opportunity to pay in instalments. Failure to meet obligations may result in any pre-agreed instalment plan being withdrawn (in which case the full outstanding amount would fall due immediately). Tier 4 students who require a Confirmation of Acceptance of Study (CAS) are liable for tuition fees for the first year of study and such fees are required to be paid prior to the issue of a CAS.
- 6.2** A student is personally responsible for the payment of tuition fees and related charges in accordance with notified due dates. Regardless of any secured funding or sponsorship, students are primarily and personally liable for the entirety of their tuition fees.
- 6.3** Point Blank aims to provide students with effective, flexible and consistent payment options. The payment terms and methods are in compliance with the Payment Card Industry Data Security Standards (PCI DSS) and are regularly reviewed for compliance with applicable best practice.
- 6.4** Point Blank is required to comply with **Anti Money Laundering (AML) regulations**. In accordance with the Money Laundering Regulations 2018, Point Blank reserves the right to refuse or reject any financial transaction where the payment origin cannot be identified or traced and will aim to ensure all financial transactions and returns are issued to the original source, where possible using the original payment method.
- 6.5** Any student attempting to make payment in a manner believed to be fraudulent will be referred for a breach of the **Conditions of Registration**. Any such incident or suspected incident may also be reported to the appropriate authorities.

- 6.6** Requests for bespoke payment plans must be submitted to the Finance Department. Determination will be based on the individual's financial standing with the School, including any previous financial standing, the nature of the debt, the size of the debt, and the student's proposed level of study.
- 6.7** The School offers an interest-free payment plan option for both Higher Education and Practical programmes. Students may select their preferred payment plan during the enrolment process. Students will be expected to pay for their course in accordance with their payment plan. All students have access to a payment plan schedule outlining when and how much to pay through their student dashboard. Should payment be unable to be made by the set due date, then a late payment request must be made to the finance department to avoid late payment charges and debt management procedures.
- 6.8** Late tuition fee payments without prior agreement will incur a £50 late payment charge, which will accrue termly until the outstanding fees are cleared or an agreement to pay is agreed with the finance department.

## **Section 7: Debt Management Procedures**

- 7.1** Tuition fees may be paid in full (or where agreed by instalment) on dates according to the fee status of the student. Students who have been granted the facility to pay by instalments must ensure that they meet the financial obligations on the dates agreed with the Finance Department.
- 7.2** Once a student debt becomes overdue for payment, the Finance Department will follow the procedures listed below, a means to recover the debt in a consistent, fair and effective way.
- 7.3** In the first instance the Finance Department will attempt to contact the student debtor using all appropriate means of available communication, based on the contact details provided by the student to Point Blank. A log of attempted communications will be kept on the student's record together with any responses and relevant correspondence received.
- 7.4** The correspondence will notify the student of the amount outstanding and the due date. The student will be asked to make immediate payment or to contact the Finance Department. If there is genuine difficulty in making payment, the Finance Department will endeavour to support the student to the fullest extent and within their limits of authority
- 7.5** Where a student encounters financial difficulty, the student must contact the Finance Department at the earliest opportunity, and in any event before an instalment becomes overdue. Students who do not make contact prior to an instalment date may be liable for a late payment charge of £50.

### **7.5.1 London and Online Higher Education Degree Programmes.**

The Finance Department will assist the student in settling the debt in compliance with the Consumer Credit Act. Students will not be entitled to progress to the next academic year of study if any Tuition fee debt remains outstanding at year end. Students must provide evidence of their financial circumstances verifying that they can meet all of their obligations (including any payment arrangement made), or that the situation causing the hardship will change to enable full payment within a reasonable timeframe.

### **7.5.2 London and Online Practical Programmes**

The Finance Department will endeavour to assist the student in management of the debt where practicable, however, if a student fails to engage or make contact the Point Blank may apply sanctions. If a student fails to make contact to arrange an agreement within 14 days of the commencement of a term, the withdrawal process may be started without further notice.

## **7.6 Sanctions for Non-Payment of Tuition Fees and Debt Recovery Actions**

Point Blank encourages students who find themselves in financial difficulties (or have their funding delayed) to contact the Finance Department to discuss a payment plan or to discuss alternative sources of funding. Students are advised to regularly check information, advice and support available on the school's website.

Students who fail to make timely payment of an instalment within an agreed payment plan for Tuition fee debts will be subject to debt recovery action approved by Point Blank.

### **7.6.1 London and Online Higher Education Programmes (UK / EU students)**

**7.6.1.1** Where a student fails to pay an instalment by the due date, Point Blank may apply any one or more of the sanctions:

(i) Students with a Tuition fee debt which is more than one term overdue will not have their marks presented to or considered by any Assessment Board (and, as a consequence, such "Overdue debtors" will not be permitted to progress, re-enrol, graduate, attend a graduation ceremony, or receive any results, certificate, diploma or official transcript in relation to the programme of study to which the debt relates).

(ii) At the date of re-enrolment each year, any student with an outstanding Tuition fee debt originating from a previous academic year will normally have their registration with Point Blank terminated. If at any point during the legal debt collection process the student settles the debt in full inclusive of all legal and collection fees, Point Blank will remove all sanctions and restrictions imposed on the student's account.

(iii) Students with a Tuition fee debt which prevents progression to the subsequent academic year (or prevents graduation from the programme of study) may have their debts assigned to a debt collection agency/Solicitor for legal action (which may lead to a County Court judgment).

**7.6.1.2** Where a student's "overdue debtor" status is later removed following full settlement of the outstanding debt, the student's academic results will normally be presented to the next scheduled meeting of the relevant Assessment Board but may be considered under protocols for Chair's actions where to do so would facilitate re-enrolment.

### **7.6.2 London and Online Higher Education Programmes (International students)**

**7.6.2.1** In addition to the sanctions noted in section 7.3.1 (i), (ii), (iii), International students whose immigration permission is dependent on their enrolment at Point Blank will be reported to the UKVI in accordance with the School's Tier 4 Sponsorship license if they fail to enrol due to non-payment of Tuition fees, or if their registration is terminated.

**7.6.2.2** If a student settles their debt in full (inclusive of all legal and collection fees) at any point during the legal debt recovery process, Point Blank will remove all sanctions and restrictions imposed on the student's account.

### **7.6.3 London and Online Practical Programmes**

**7.6.3.1** Students who fail to make timely payment of an instalment under an agreed payment plan may be subject to debt recovery action and additionally:

(i) Access to the student dashboard will be withdrawn to prevent a student from accessing study material, submitting assignments.

(ii) Students with Tuition fee debt which prevents completion of a course may have their debts assigned to a debt collection agency/Solicitor for debt recovery/legal action (which may lead to a County Court judgment).

### **7.7 Terminations of Registration and legal action and cost of recovery**

**7.7.1** When debt remains unpaid after all debt collection action has been exhausted, Point Blank will proceed to terminate the student's registration and the student will be withdrawn.

**7.7.2** Any charges incurred as a result of referring a debt to an external agency will be added to the Student's account. An Agency /Solicitor acting on behalf of Point Blank may contact the student and endeavour to make a realistic payment arrangement. Where this is not possible, the Agency/Solicitor will be instructed to commence legal proceedings against the debtor. Where the debtor is no longer in the UK, the

Agency/Solicitor may instruct an alternative agent in the debtor's jurisdiction to collect the debt on behalf of Point Blank.

**7.7.3** Where the debt remains unpaid after Agency/Solicitors initial efforts to recover the amount, Point Blank reserves the right to instruct solicitors to obtain a money judgment against the debtor under the County Court Act 1984.

**7.7.4** In the event that Point Blank instigates legal proceedings as detailed in this policy which results in a County Court judgment being registered in favour of Point Blank, the student's future ability to obtain credit will be affected. This may include the ability to enter into a mobile phone contract, borrow from banks / lenders (including mortgage lenders), or enter into a rental contract. Once such judgment has been obtained, Point Blank may instigate action to enforce the judgment.

**7.7.5** If at any point during the legal debt recovery process the student settles the debt in full (inclusive of all legal and collection fees), Point Blank will remove all sanctions and restrictions imposed on the student's account.

## **7.8 Appeals against decision to terminate registration**

**7.8.1** Any appeal against a decision to terminate registration must be made within 10 working days of receiving written notification. Appeals must be made in writing to the Head of Registry. Grounds for appeal may include:

- Lack of due notification
- Disproportionate action
- Failure to take into account personal circumstances

**7.8.2** Appeals submitted in time, citing at least one of the listed grounds (and reasons as to why that ground of appeal applies), are normally considered by the Head of Registry within 10 working days of receipt. Decisions are conveyed to the student in writing as soon as practicable after a decision is made. The decision will be made on the evidence made reasonably available in the Appeal by the Head of Registry.

**7.8.3** During the appeals process, any ongoing debt collection action may continue.

## **7.9 Reinstatement**

**7.9.1** The Finance Department will in all cases endeavour to resolve debt issues without recourse to sanctions, however in some cases these will be unavoidable. Where sanctions are applied but a student subsequently clears all outstanding Tuition fees before the end of the academic year in question, reinstatement may be considered.

**7.9.2** Reinstatement will be contingent on tuition fees for the new academic session being paid in full prior to the re-registration deadline date. For Higher Education Programmes it will also be dependent on all academic requirements being met.

**7.9.3** International students whose immigration permission is dependent on a Tier 4 visa may not be automatically reinstated (due to UKVI regulations) and may require a further visa application to support reinstatement to their programme of study. Point Blank reserves the right to refuse support for a further visa application should it be considered a risk to Point Blank's Tier 4 license.

## **7.10 Point Blank Financial Awards and Payments**

7.10.1 Where a student qualifies for a financial award (e.g. bursary, scholarship or hardship funds), Point Blank reserves the right to use the monies from any award to settle any or all overdue debts which may be outstanding to Point Blank. Should the student be employed as a student representative or ambassador, Point Blank reserves the right to use the monies from any payment due to settle any or all overdue debts which may be outstanding to Point Blank.

## **Section 8: Refunds**

**8.1** All refunds will be returned to the original payer by the original payment method; this is known as "return to source" in compliance with applicable money laundering legislation. Refunds are not payable or transferable to third parties.

**8.2** Point Blank shall not be liable for any currency fluctuations or bank charges (including refund processing charges) when returning payments.

### **8.3 London and Online Higher Education Programmes Tuition Fee Refunds**

**8.3.1** Full or part payments made in advance for fees may be eligible for a refund when a student overpays, withdraws, interrupts or changes their study programme or mode of study, or subsequently receives full or part sponsorship/funding for their fees. In such cases a formal request for refunds should be submitted to the Finance Department.

**8.3.2** In instances where a student with a fee loan from the Student Loans Company/ Student Finance withdraws or interrupts and fee liability changes, Point Blank will endeavour to complete a change of circumstance form. If Point Blank has received a Fee loan in excess of the fee liability, this value will be returned to the SLC/SFE. Note: Fee loans will not be refunded to students directly.

**8.3.3** Point Blank will apply the rules listed below when calculating tuition fee liability and/or any refund due for UK and EU students who withdraw from, discontinue or suspend their studies at Point Blank for whatever reason. Students seeking a student visa should also refer to Point Blank's Student Visa Policy.

**8.3.4** If the withdrawal date is within the "Cooling Off" period of 14 calendar days following Point Blank's confirmation to a new student and the Cooling Off period does not fall

after the course start date, there is no tuition fee liability and Point Blank will refund 100% of all tuition fees paid. Confirmation is deemed to be the date when the student is sent their Course Details email (and please note that such email is normally sent one day after booking a course, if booked through our website or over the phone by paying a registration fee or full course fees, or by confirming a firm offer through the UCAS system).

- 8.3.5** If a student is accepted or enrolls onto and by pays a minimum registration fee for a course which starts during the Cooling Off period, then the student will be liable for payment for the part of the course that has been provided until the cancellation date. The amount will be in proportion to the part of the course that has been provided.
- 8.3.6** If the withdrawal date is beyond the Cooling Off period but at least 14 days before the start of the course, the student will be entitled to a full refund less the registration fee of the course. The registration fee can be found on the enrolment form of the student's chosen course on our website.
- 8.3.7** If the withdrawal date is beyond the Cooling Off period and fewer than 14 days before the course is due to start, the student is liable for the first term's fees for their course (or the full course fees if the course duration is one term).
- 8.3.8** Students wishing to permanently withdraw from a course after commencement must provide at least a term's notice before the start of the following term (otherwise the student will be liable for that term). No refund will be made except at the absolute discretion of Point Blank Management.
- 8.3.9** Students starting a programme and wishing to withdraw within the first two weeks of their first term may withdraw and receive a refund or will not be charged (as applicable) for the remainder of the course minus the registration fee. This clause only applies to the first term of the first course or programme studied at Point Blank. This clause will not apply to students enrolling on additional courses or modules and in such cases, they will be subject to the clauses listed above.
- 8.3.10** Where students postpone their course or term, the original start date of that course or term will be used to consider their liability period.
- 8.3.11** The cost of any software provided to the student as part of the course will be taken into consideration when calculating any refund that may be due.
- 8.3.12** Students on a Higher Education course who fail the course (and are subsequently withdrawn) will be liable for only the terms studied and will not be expected to pay for future terms.

## **8.4 London and Online Practical Programmes Tuition Fee Refunds**

- 8.4.1** If the withdrawal date is within the Cooling Off and the Cooling Off period completes before the course start date, then there is no tuition fee liability and Point Blank will refund 100% of all tuition fees paid. Confirmation is deemed to be the date when the student is sent their Course Details email (and such email is sent one day after booking a course through our website or over the phone by paying a registration fee or full course fees).
- 8.4.2** If a student is accepted or enrolls onto (and pays a minimum registration fee for) a course which starts during the Cooling Off period, the student will be liable for payment for part of the course that has been provided until the cancellation date. The amount will be in proportion to the part of the course that has been provided.
- 8.4.3** If the withdrawal date is beyond the Cooling Off period but at least 14 days before the start of the course, the student will be entitled to a full refund less the registration fee of the course. The registration fee can be found on the enrolment form of the student's chosen course on the Point Blank website.
- 8.4.4** If the withdrawal date is beyond the Cooling Off period and fewer than 14 days before the course is due to start, then the student is liable for the first term's fees for their course (or the full course fees if the course duration is one term).
- 8.4.5** Students wishing to permanently withdraw from their course after commencement must provide at least a term's notice before the start of the following term, otherwise the student will be liable for payment for that term. No refund will be made except at the absolute discretion of Point Blank.
- 8.4.6** Students starting a programme and wishing to withdraw within the first two weeks of their first term may withdraw and receive a refund or will not be charged (depending on which is applicable) for the remainder of the course less the registration fee and cost of delivery of the course up to the point of withdrawal. This clause only applies to the first term of the first course or programme studied at Point Blank. This clause will not apply to students enrolling on additional courses or modules (as they will be subject to the clauses listed above).
- 8.4.7** Where students postpone their course or term, the original start date of that course or term will be used to consider their liability period.
- 8.4.8** There are practical programmes available with an option to pay in full upon enrolment at a heavily discounted rate. After purchasing one of these courses with this payment option, you will have the standard 14 day cooling off period should you wish to cancel your purchase and request a full refund. Following this period the registration fee will become non-refundable. You may cancel up until the end of week 3 of the start of your course and receive a refund minus the registration fee and pro rata fee for the tuition delivered. After this point, the full course fee is non-

refundable. Where this clause applies, you will be notified via our website during the enrolment process.

## Appendix 1: Sponsorship Agreement Template

The sponsorship letter should be on official headed paper and include:

- Student Name
- Student Number (if known)
- Academic year(s) of study or confirmation that funding is for the duration of the course
- Course Details
- Amount of sponsorship provided in GBP £
- Purchase or Order Ref No.
- Name of person authorising sponsorship
- Signature of person authorising sponsorship
- Position Held within the organisation of the person authorising the sponsorship
- Address for invoicing purposes
- Sponsorship letters should be emailed to [support@pointblankmusicschool.com](mailto:support@pointblankmusicschool.com)