



ASPIRE ACADEMY

Refund Policy

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This policy provides transparent information about students' financial obligations to ASPIRE Academy at the time of enrolment. This policy applies to all students studying at the academy.

The deposit/fee payment is refundable only where a visa application is made following Aspire Academy and UK Visas and Immigration (UKVI) immigration guidelines, and the visa application is unsuccessful. We do not normally make refunds in any other circumstance.

Documented evidence from UK Visas and Immigration (UKVI) of the visa refusal is required. Before a refund is confirmed, the Academy will check the reasons for refusal:

A refund may be delayed or refused if a visa application does not follow UKVI Immigration Rules and Guidance and Aspire Academy guidance on applying for a visa.

No refund will be made if you have submitted fraudulent documents, or have used false or deceptive information with your visa or Aspire academy application.

The request for a refund should be made in writing within four weeks of receiving the visa refusal. When a refund is confirmed, £250 of the deposit will be kept by the academy to cover administration costs. The refund will normally take two – four weeks from the request date.

If preferred, you may wish to request the deposit is held by the academy for a deferred course.

Aspire Academy reserves the right to withdraw or modify any courses offered. If a course does not run we will try to provide an alternative. If a course is cancelled, fees will be refunded in full.

In instances where an unconditional offer is issued by Aspire Academy, but the student chooses not to take up their place of study at Aspire Academy, no refund will be given.

When a student is withdrawn from their course because of a determination made by Aspire Academy in relation to attendance issues, unsatisfactory or unacceptable behaviour or academic progression issues, no refund will be given.

Refunds on the basis of exceptional circumstances shall be considered by the Head of Student Development and may only be granted in extraordinary circumstances.

All requests for a refund based around exceptional circumstances must be made in writing and addressed to the HR admin@aspireacademi.co.uk.