



# **Faith Leads University**

## **POLICY AND PROCEDURES FOR THE HANDLING OF DEPOSITS, FEE PAYMENTS AND REFUNDS**

## Introduction

It is important that students pay their fees and any required deposits at the right time to avoid any problems with starting the studies. Students are encouraged to read the following carefully and of course, get in touch with the Institution if there is anything they need to clarify.

**Fees:** Students are required to pay their tuition fees in a **single payment** at the time of enrolment: undergraduate fees are paid yearly. Students can pay fees online through our website (<https://flu.education/student-account/apply-now/>) or by bank transfer.

When making payments to Faith Leads University's bank account, Students' last name and student ID should be mentioned as a reference which will appear in the bank statement.

**Deposits to third parties:** The tuition fees should not be paid to anyone else but the Institution. Students are reminded not to deposit tuition fees with third parties or send money to the Institution by post. Once any deposit is made, an email will be sent by the institution acknowledging receipt and directing the student to commence enrolment.

## Refunds

- 1) The Institution assumes that all prospective students will have thought long about taking up a program and therefore applying for admission.
- 2) However, the Institution understands that there are many reasons for wishing to withdraw from a program, both before and after courses have commenced. Consequently, the institution's policy on refund of fees upon withdrawal is as follows: In the event of cancellation, for whatever reason, the following will apply:
  1. Cancellations must be made first by writing (email) to [students@flu.education](mailto:students@flu.education). Thereafter, the student will be sent an application for a refund form to be filled. An application for refund will only be considered to have been made on the date on which the email (notification) is received by the Institution;
  2. For cancellations which are received within 21 days from the start date of the program or course commencement date, 15% of fees shall be deducted as non-refundable administrative charges and balance will be refunded.
- 3) Where cancellations are received after 21 days of the course commencement date, see section 8 of our Terms and Conditions <https://flu.education/terms-and-conditions/> for more information.
- 4) If you are paying your undergraduate/graduate tuition fees by a loan or scholarship from a Federal or Private loan body, you should inform the organization that you have withdrawn from your program and claim no further funding. Once payment has been made by a Federal or Private Loan or scholarship body they are non-refundable and you will remain liable for the amounts paid even if you withdraw, transfer or suspend your studies at a later date.

- 5) A full refund of tuition fees will be made if the Institution is unable to offer an advertised program or course.
- 6) Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining an Institution Offer Letter, such a prospective student will not have his or her fees refunded by the Institution.
- 7) Although the Institution will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to six weeks to process a refund. The process will start from the day the Refund Application Form along with other required documents are submitted to the Institution.

**No refund will be given to a student under the following circumstances:**

- a) If a student is terminated from the Institution due to non-attendance/poor attendance or unsatisfactory progress.
- b) If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.

**Review of the Policy:** The Institution may at its discretion, review and alter its Policy and Procedures for handling of Deposits, Fee payments and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.