

Fees Payment and Cancellation Policy

1. Overview

This policy ensures transparency, accountability, and fairness in all matters relating to student and learner tuition and fee payments, refunds, cancellations, and deferments.

2. Payment of fees

a) Fee schedule and deadlines

All tuition and associated fees must be paid in full by the published deadline for each intake or academic period. Failure to comply may result in suspension of access to classroom, learning platforms, assessments, or course materials.

b) Modes of payment

Payments must be made through officially designated channels: bank transfer, mobile money (where applicable), or online payment gateways. Cash payments are strictly prohibited. Upon payment, the payer is expected to share evidence of the same, and keep the record for future references.

c) Receipts and acknowledgments

Official receipts will be issued upon payment. Students are responsible for verifying all payments and raising any discrepancies within five working days.

d) Part-payment terms (if applicable)

If approved, part-payments must be honoured according to agreed timelines. Defaulting on part-payments will result in automatic cancellation of enrolment without further notice.

3. Cancellations and withdrawals

a) Student-initiated cancellations

Students who cancel their enrollment must notify the institution in writing. The following refund rules apply:

Cancellation period	Refund eligibility
More than 30 days before course start	75% refund (less admin)
15–30 days before course start	50% refund (less admin)
Less than 15 days before course start	25% refund (less admin)
On or after course has started	No refund

Note: Administrative fees are non-refundable.

b) Institution-initiated cancellations

If a course is cancelled by the institution, 100% of the tuition paid shall be refunded within 30 working days.

4. Deferment policy

a) Eligibility

Students may request to defer their studies to a future intake due to medical, professional, or exceptional personal reasons. Requests must be submitted in writing at least 10 working days before the course start date.

b) Conditions

Only one deferment is allowed per student per program. Fees paid will be carried forward, but any fee increase applicable to the future cohort must be paid.

5. No-shows and forfeiture

Students who neither attend nor formally cancel will forfeit all fees paid and lose the right to defer or request a refund.

6. Exceptions and appeals

Appeals for exceptions due to extraordinary circumstances (e.g., bereavement, political instability) must be submitted with supporting documentation. Each appeal will be reviewed on a case-by-case basis by the Finance & Risk Committee of the Institute.

7. Governance and review

This policy is subject to annual review and approval by the institution's Board of Directors. All financial transactions of the Institute are audited annually in line with IFRS and other applicable standards.

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