



Fees, Payment, Refunds & Learner Terms and Conditions

1. Introduction

These Terms and Conditions outline the agreement between AJE College Ltd ("the College") and the learner upon enrolment on any course or programme.

By enrolling on a course, learners confirm that they have read, understood, and agreed to these Terms and Conditions.

2. Enrolment and Acceptance

Enrolment is confirmed once payment (full or deposit) has been received.

Learners will receive access to learning materials, platforms, and induction upon enrolment.

It is the learner's responsibility to ensure all required documentation is submitted.

3. Course Delivery

AJE College delivers courses through a blended approach, including:

Online learning materials

Independent study

Tutor/assessor support

Scheduled support or teaching sessions

Learners are expected to engage in self-directed learning alongside support provided.

Course duration varies depending on the qualification (typically 6–12 months unless otherwise agreed).

4. Learner Responsibilities

Learners agree to:

Actively engage with their course

Attend scheduled sessions where required.

Complete assignments within agreed timelines

Maintain communication with tutors/assessors.

Ensure they have access to suitable IT equipment and internet.

5. Access to Systems

Learners will be given access to:

Learning Resources Portal

Assignment Submission Portal

Login details are personal and must not be shared.

Any technical issues must be reported promptly for support.

6. Fees and Payment

Course fees must be paid in full or via an agreed payment plan.

Payment confirms acceptance of these Terms and Conditions.

All fees are subject to administrative and registration costs.

7. Refund Policy

7.1 Cooling-Off Period

Learners are entitled to a 14-day cooling-off period from the date of enrolment.

If cancellation is requested within this period and no access to learning materials or induction has taken place, a refund may be issued.

A non-refundable enrolment and administrative fee of £300 will be deducted from any refund where any of the following have taken place:

- Initial Information, Advice and Guidance (IAG)
- Enrolment processing and onboarding activities
- Account setup or allocation of learning resources.
- Where any element of the service has commenced, a full refund will not be guaranteed.

7.2 After Access or Induction

If learners have:

- Attended induction.
- Accessed learning materials.
- Submitted or completed any work.

A full refund will not be granted.

In such cases, any refund will be subject to the following minimum deductions:

£300 non-refundable enrolment and administrative fee

£150 per unit accessed, submitted, or assessed.

£200 learning resources and platform access fee

Any additional support sessions already delivered.

7.3 Partial Refunds

Partial refunds may be considered at the College's discretion.

Refund amounts will be calculated based on:

Stage of learner progress

Number of units accessed or completed.

Level of tutor/assessor support provided.

As a general guide:

- No units completed: Refund minus £300 admin fee.
- 1–3 units completed: Minimum 40–60% of total course fee retained
- 4+ units completed: Minimum 60–80% of total course fee retained.
- No refund will be issued once a learner has completed 50% or more of the qualification.

7.4 No Refunds

No Refunds

No refunds will be issued where:

- A learner has significantly progressed in the course.
- The learner fails to engage or complete the programme.
- The learner changes their mind after substantial use of services.

8. Complaints Procedure

Learners should first raise concerns informally with their tutor or the administration team.

Formal complaints must be submitted in writing to: info@ajecollege.com

The College will respond within 7 working days.

9. Course Completion

Completion timelines depend on learner engagement and progress.

Accelerated completion is not guaranteed and must be agreed in advance.

10. Termination of Enrolment

The College reserves the right to terminate enrolment if:

- Terms and conditions are breached.
- There is misconduct or misuse of systems.

- No refund will be issued in such cases.

11. Data Protection

All learner data will be handled in accordance with GDPR regulations.

Information will only be used for educational and administrative purposes.

12. Agreement

By enrolling with AJE College Ltd, you confirm that:

- You understand the nature of the course delivery.
- You accept the refund policy.
- You agree to these Terms and Conditions

AJE College Ltd

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