



Distance Learning Refund Policy

GLOBAL EDUCATION PLATFORM
(GEP)

Global Education Platform (GEP) – Distance Learning Refund Policy

This policy is part and parcel of the terms and conditions applicable for the students under the application forms signed by the students at the enrolment.

This policy outlines the terms and conditions for tuition fee payments and refunds for all students enrolled in distance learning programmes through the Global Education Platform GEP. The policy aims to ensure transparency and clarity, helping students understand their financial obligations and the procedures for requesting refunds.

1.0 Tuition Fee Liability and Payment of Fees

Once a student is registered with GEP, they are fully liable for the tuition fees for the distance learning programme which he/she is enrolled in. This liability applies regardless of the student's funding source (e.g., scholarships, student loans) or fee status (home or international). Students must ensure that all payments are made in accordance with the terms outlined in their enrolment application.

2.0 Amount of Deposit

2.1 Undergraduate and Postgraduate Programmes

- **Full Payment:** If a student opts to pay the full tuition fee upfront, the total amount must be paid at the point of enrolment. This secures the student's place on the programme and allows them to proceed with the course.

- **Instalment Plan:** For the students who are choosing an instalment payment plan, the initial payment amount will vary depending on the specific programme selected. The instalment plan allows students to spread the cost of tuition across a pre-agreed schedule. Students must contact a GEP sales representative before registering with the university to receive a detailed breakdown of the payment schedule and terms associated with their chosen programme.

- A further tuition fee may be payable for retake or replacement modules.

3.0 How to Pay the Deposit

3.1 Upon acceptance into the programme, the GEP admissions team will send an invoice to the student, detailing the payment process for the deposit. Payment options include:

- **Online Payment:** Students can pay via an online payment link provided by GEP. However, an additional 5% bank charge will be applied if this payment method is selected.
- **Bank Transfer:** Alternatively, students can make a direct bank transfer to the GEP bank account, avoiding the additional online payment charge. Students should not make any payment to any other bank account which is not advised by GEP in writing and GEP shall not be responsible in any way for any payments made to a bank account which is not advised by GEP in writing.

3.2. Once the initial deposit is received, GEP will send a payment confirmation receipt to the student. At this stage, the admissions team will be notified to begin the enrolment process, which includes providing access to course materials and resources

4.0 REFUNDS

4.1 Circumstances for Refunds

- **24-Hour Refund Window:** Students have a 24-hour window from the time of payment to request a full refund given that GEP has not paid the university. Refunds requested after the said 24-hour window, will be governed by the respective university's refund policy. GEP will deduct administrative charges before processing the refund to the student. This administrative charge varies depending on the programme and university.

4.2. Exceptional Circumstances

Refunds may be granted under exceptional circumstances that prevent a student from commencing the course. These circumstances must be unanticipated and significant enough to justify a refund. Examples may include unexpected personal or family emergencies. Documentary evidence, such as a medical certificate or official documentation must accompany any refund request based on exceptional circumstances. However, please note that the acceptance of such documents and the granting of the refund is within the control of the respective university. Please note that providing forged or fraudulent documents may result in the forfeiture of any refund eligibility.

4.3 Health Issues

If a student withdraws due to significant health issues that hinder their ability to continue the course, a refund may be granted. To qualify for this refund, the student must submit appropriate medical documentation that verifies the health condition and its impact on their ability to participate in the programme. However, the granting of the refund is solely within the control of the respective university. Please note that providing forged or fraudulent documents may result in the forfeiture of any refund eligibility.

4.4 Course Cancellation

In the event that GEP cancels the course before the official start date, all fees paid by the student will be refunded in full. This ensures that students are not financially disadvantaged due to programme cancellations initiated by GEP.

4.5 Deferred Entry

If a student decides to defer their entry to the following academic year, the deposit paid may be held over to secure their place in the next intake. In the event there is a change in price for the next intake, this will be informed to the student by the University and the student will have to pay the difference. This deferral option provides flexibility for students who may need to postpone their studies for personal or professional reasons.

4.6 Refund Conditions

- **Non-Transferability:** Refunds are non-transferable and will only be made to the original payer. This ensures that refunds are processed securely and in line with the original payment source.
- **Processing Time:** Refunds will be processed within four weeks of approval, though the exact timing may depend on the payment method used and the policies of the partner university.

Circumstances Where GEP May Refuse a Refund

1. **Request Outside of the 24-Hour Refund Window:** If a student requests a refund after the 24-hour grace period following payment, GEP may refuse the refund unless the partner university's refund policy allows it. After this window, GEP typically forwards the payment to the university, and refunds will depend on the university's policies which is beyond the control of GEP.
2. **Non-Exceptional Circumstances:** GEP may refuse a refund if the request is based on non-exceptional circumstances, such as changes in personal preferences, dissatisfaction with course content after enrolment, or failure to meet course requirements without any documented exceptional reason e.g., serious illness or an unforeseen life event . Refunds are generally reserved for unanticipated, significant events that prevent the student from continuing their studies.
3. **Failure to Provide Documentation for Health Issues:** If a student cites health issues as the reason for withdrawal but fails to submit the necessary medical documentation, GEP may refuse the refund. Proper evidence is required to process any refunds on medical grounds.
4. **Administrative Charges:** Even in cases where a refund is granted, GEP reserves the right to deduct the cost for the administration commencing from the student enrolment up to the moment which the refund is paid off to the student.
5. **Violation of Payment Terms:** If a student has violated any terms of the payment agreement, such as failing to meet instalment plan obligations or providing inaccurate information during the enrolment process, GEP will not issue a refund.
6. **Course Completion or Substantial Use of Resources:** If a student has completed the course or used a significant portion of the course resources, GEP will not issue a refund, as the student has already received the educational services for which they paid.

These circumstances help GEP maintain the financial stability necessary to continue offering its programmes, while also providing flexibility for students facing genuine challenges.

This refund policy is designed to balance the financial responsibilities of students with the flexibility needed to accommodate unexpected circumstances. For further assistance or clarification, students are encouraged to contact GEP's support team.



 27048 Rio Pecos Drive,
Valencia, CA91354, USA

| 39, Level 1, Vinsey Space Offices,
Canal Row, Colombo 01.

| 12B College Road, Croydon,
CR0 1PF