

**Payments & Refunds**

**Policy & Procedure**

<b>DATE APPROVED</b>	<b>22<sup>nd</sup> September 2021</b>
<b>POLICY PREFIX</b>	<b>ED</b>
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**Approved By:** Governance Committee  
 QA Committee

**Date:** 17/08/2020

**Approved By:** Tony O' Brien  
 CEO

**Date:** 22/09/2021

This policy pertains to **Northridge House Education and Research Centre at St Luke's Cork**, hereafter referred to as **the Centre**.

## **1. Purpose of Policy**

This policy is in place to make all learners aware of how payments and refunds are handled within the Centre. The policy will also ensure that each learner attending the Centre is aware of how to secure a place on one of the QQI courses. The policy will assist the Centre in achieving the standards of service as set out in our Quality Assurance Policy.

## **2. Definitions**

QQI – Quality & Qualifications Ireland

Major Award – Major QQI Award are the principal class of award made at each level. It represents a significant volume of learning outcomes. Major awards usually comprise of 8 minor awards / modules. (Currently the Centre does not offer Major Awards)

Compassionate Consideration – Compassionate/Compelling circumstances are generally circumstances that are completely out of a Learners control and will have a profoundly adverse effect on a Learner's ability to study. (See Assessment Submissions, Plagiarism, Appeals and deadlines Policy ED 1) for more information.

## **3. Scope of Policy**

This policy applies to all learners undertaking QQI courses offered by the Centre.

## **4. Policy Statement**

### **Payments**

A fully completed application form accompanied by a non-refundable deposit of €100.00 must be received by the Centre to secure a place on the selected course at time of booking.

The balance of the course must be paid in full 2 weeks in advance of the course commencing.

Learners will not be allowed to commence a course unless payment is received in full before the course starts.

Learners who have not paid in full 2 weeks prior to the commencement of the course will be notified by email and given 3 days to address non-payment if they wish to continue with the course.

### **Major Awards**

The Centre can input Learners for a Major Award. There is a €100 fee for all major awards. Learners must inform the Centre if this module is the last module to be undertaken for the Learner to receive a Major Award. Failure to inform the Centre of this will result in your certificate being withheld until payment.

### **Refunds / Cancellation**

In the event of a Learner needing to cancel their booking, a request is received in writing by the Centre no later than 30 days prior to the commencement date of the course signed up to for a full refund to apply. Receipt of any written request less than 30 days prior to course commencement will not be facilitated, except in compassionate circumstances. Cancellations will incur the loss of the any payments already received.

The Centre has the discretion to defer a course place for a period of up to 3 months if a difficulty arises where a student cannot undertake the training on the dates booked. The Centre requires at least 7 days prior written notice in advance of course commencement, in writing, to facilitate this. Failure to notify the Centre that the Learner needs to defer will result in loss of payments already received.

### **5. Roles and Responsibilities**

It is the responsibility of the Centre's Administrative staff to accept payment, issue receipts and to address non-payments with follow up email to Learners.

It is the responsibility of the Learner to complete fully the application form, to review the course details and to ensure that they have paid for their course in full prior to course commencement.

It is the Learner's responsibility to make the Centre aware of any issues arising that will prevent them from undertaking training, within the required timeframe.

### **6. Associated Documentation**

Application Form (F12) (Appendix A)

### **7. Referenced Policies**

Quality Assurance Policy ED 18

Policy on Assessment Submissions, Plagiarism, Appeals and Deadlines ED 1

## **8. Monitoring and Review**

This policy will be reviewed periodically and as required.

## Appendix A

# QQI Course Application Form

## QQI Level - Course Name and Number

<b>Dates:</b>	
<b>Duration:</b>	
<b>Time</b>	
<b>Cost:</b>	
<b>Name:</b>	
<b>Job Title / Role:</b>	
<b>Address:</b>	
<b>Date of Birth:</b>	<b>PPS No:</b>
<b>Email:</b>	
<b>Telephone Home:</b>	<b>Telephone Mobile:</b>
How did you hear about us? Internet / Website / Newspaper / Other _____ (please circle as appropriate)	
Payment Type: <b>(Cheques payable to St. Luke's Home)</b> Cheque / Cash / Postal Order / Bank Draft (please circle as appropriate)	

**To secure a place please return this completed form and fee to:**  
**Claire Coakley, Northridge House Education & Research Centre, Castle Road, Mahon, Cork.**  
[claire.coakley@stlukeshome.ie](mailto:claire.coakley@stlukeshome.ie)

Please note that payment is required in full 2 weeks before the course commences and **fee is non-refundable**

**Do you have any special needs / requirements? YES / NO**  
**If yes please state \_\_\_\_\_**

**All participants on this course must have good fluency in English (Both Oral & Written) For Online Courses Learners require access to the Internet, a laptop/computer with working Wi-Fi, camera and microphone**

**If you would like to be added to our mailing list please tick box**