

Refund and Cancellation Policies: Clear and Fair Guidelines

At Kush Digital College (KDC), we understand that circumstances may arise requiring students to withdraw from a programme or request a refund. Our Refund and Cancellation Policies are designed to provide transparency, fairness, and flexibility, ensuring that students are supported during these transitions while maintaining the integrity of our operations.

These policies apply to tuition fees, course cancellations, and programme withdrawals. We encourage all students to familiarise themselves with these guidelines before enrolling, so they can make informed decisions about their academic journey.

Refund Policies: Understanding Your Options

Refund eligibility is determined by the timing of your withdrawal from a course or programme. To provide clarity, refunds are processed in accordance with the following schedule:

- **Withdrawal Within 14 Days of Enrolment:** Students who withdraw within the first 14 calendar days of enrolment are eligible for a full refund of tuition fees. This period is designed to allow students to explore the programme and ensure it meets their expectations.
- **Withdrawal Before 25% Course Completion:** Students who withdraw after the 14-day period but before completing 25% of the course are eligible for a partial refund, typically up to 50% of the tuition fee.
- **Withdrawal After 25% Course Completion:** No refunds are issued after 25% of the course has been completed, as resources and instruction have already been substantially provided.

Refunds are processed within 14 business days of approval and are issued using the original payment method. Administrative fees may apply in certain cases, and these will be clearly communicated during the withdrawal process.

Cancellation Policies: Course and Programme Withdrawals

Students wishing to cancel their enrolment or withdraw from a course must submit a formal request through the online withdrawal form, available on the student portal. The date of submission will be used to calculate refund eligibility.

For students enrolled in multiple courses within a programme, it is possible to withdraw from an individual course without cancelling the entire programme. However, adjustments to the programme timeline or additional fees may apply, depending on the circumstances.

For cancellations initiated by KDC due to unforeseen circumstances, such as course unavailability or instructor changes, students are entitled to a full refund of the tuition fees for the affected course. Alternatively, students may choose to transfer to another course without incurring additional costs.

Financial Aid and Scholarships

Refunds for students who have received financial aid or scholarships will be adjusted accordingly. For instance, any refunded amount will first be applied toward repaying the scholarship or financial aid, if applicable, before being disbursed to the student.

Students receiving external sponsorships should consult with their sponsor regarding the impact of refunds on their funding arrangements.

Appeals and Support

Students who believe their refund or cancellation request was handled incorrectly may file an appeal by contacting KDC's Student Finance Office at finance@kushdigitalcollege.ac.uk. Appeals are reviewed on a case-by-case basis, and students will receive a written decision within 10 business days.

Our Student Support team is available to provide guidance throughout the process, ensuring that students have the resources and information needed to navigate withdrawals and cancellations effectively.

A Commitment to Fairness and Transparency

KDC's Refund and Cancellation Policies are rooted in fairness and transparency, balancing the needs of our students with the sustainability of our institution. By providing clear guidelines and flexible options, we aim to support students in making decisions that align with their goals and circumstances.