

The Norwich Centre for Personal, Professional and Spiritual Development

Post-Graduate Diploma in Counselling

Refund Policy

Fees must be paid in advance of each academic year, except where we have agreed a schedule of payments by instalments.

A deposit of £500 is payable to secure your place once an offer has been made to you. The deposit is not refundable unless we cancel the course.

We reserve the right to cancel the course if we are unable to recruit sufficient suitable trainees to make the course financially viable.

Please note you will not be able to receive the award unless all outstanding fees have been paid.

We recognise that sometimes it can be necessary for reasons of illness or a change in circumstances for a trainee to intercalate or withdraw from the course. The Centre Director will give serious consideration to all requests on an individual basis but you should note that only in exceptional circumstances will a refund of fees be granted.

If a trainee withdraws from the course the full fee for that academic year will be payable unless the withdrawal has been agreed with the Centre Director. As soon as you or the tutors are aware of the possibility that you may need to withdraw, you must contact the Centre Director to discuss the circumstances. Agreement for withdrawal must be formally requested and no refund of fees will be given unless the Centre Director agrees that there is no other way forward. Evidence must be supplied in support of the application.

Trainees may request to take a break from studying and return to complete their studies at a future time. Requests for intercalation must be made to the Centre Director who will consider all applications individually. Evidence must be produced in support of the request.

Where a trainee withdraws or intercalates with the agreement of the Centre Director the fees due will be calculated to the date that withdrawal or intercalation has been agreed, and the trainee will be refunded any overpayment, or required to pay any balance due.

If, at any time during the course, staff have persistent doubts about the participation or practice of a course member or if they have received complaints about these, they have a responsibility to discuss these with the trainee and to consider the possibility of further action. This may include withdrawal or intercalation.

Where staff have serious doubts about a course member's professional suitability or

capacity to complete the course successfully they will, whenever possible, confront the trainee with these doubts before the end of the first term's training. This may result in the trainee being required to withdraw or intercalate.

Where the Centre Director requires the trainee to withdraw, for example for reasons of professional misconduct or non-attendance, fees will be calculated to the date the decision is made, and the trainee will be refunded any overpayment, or required to pay any balance due.

Dr Caroline Kitcatt

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