

CANCELLATION & REFUNDS POLICY

This policy should be read alongside the BCPC Student Protection Plan and Student Learning Agreement. BCPC reserves the right to alter course content and other aspects of training, either as part of continuous course improvement, or in response to directives and requirements from regulatory bodies such as United Kingdom Council for Psychotherapy, British Association for Counselling and Psychotherapy or Middlesex University, or to accommodate other unavoidable changes, emergencies, public health or safety measures.

Certificate & Diploma Courses

(Foundation Certificate, Counselling Diploma, Psychotherapy Diploma/MA)

By enrolling to be a student of BCPC you enter into a contract by which you: -

- Confirm that you are willing to participate fully in the course.
- Agree to pay the relevant fees.
- Agree to pay all additional costs relating to the course as detailed on the course information sheet.

Acceptance of a place on a BCPC course is a contractual commitment to pay the full fees and refunds are not permitted if for any reason you do not complete the year.

If you withdraw from the course before it has commenced, your deposit will be forfeited.

If you withdraw from the course once it has commenced, you are liable for all outstanding fees to the end of the Academic year, (if a 2 or 10 instalment option has been chosen, all instalments will still be due).

If you decide to withdraw from your course, you must first discuss this with your tutor and then notify the Director in writing.

CPD Courses/Short Courses

Short courses have cancellation and refund policies included in their application literature. Generally, there is a deadline by which payments are due and after this date no refunds are given.

Course closure

In the unlikely event of BCPC being unable to continue its current provision, BCPC commits to ensure the continuation of the students' studies. In the unlikely event of students being unable to complete their course BCPC will generally refund all course fees paid for the current level of the affected course. Students would not be refunded for any years that had successfully been completed. BCPC would honour all Bursaries that have been awarded.

Where appropriate, BCPC will also consider financially compensating students should they suffer demonstrable, material financial loss as a result of a course discontinuing.

Compensation

Compensation will only be made for circumstances that are as a direct result of situations set out in BCPC Student Protection Plan and students must evidence that they have suffered material financial loss as a direct consequence of a situation in the plan. If the student is required to study at a different location or with an alternative provider, BCPC will look at the student's new journey and take into account additional mileage and increased travel time as well as the student's evidence of consequential losses as a result of changing venue and will pay reasonable compensation.