



©2026 NxtGen Education

<b>Policy Name</b>	Payment and Refund Policy
--------------------	---------------------------

<b>Recent Review Date</b>	March 2026	<b>Next Review Date</b>	April 2027
---------------------------	------------	-------------------------	------------

## 1. Policy Statement

NXT GEN Education (“NXT GEN”) is committed to maintaining a clear, fair, and transparent payment and refund process for all learners enrolling on our courses and qualifications. This policy outlines payment requirements, refund conditions, tutor support arrangements, mock assessments, and retake fees.

## 2. Scope

This policy applies to:

- All learners enrolling on NXT GEN Education courses or qualifications
- All regulated and non-regulated programmes delivered by NXT GEN
- All tuition fees, qualification fees, assessment fees, and additional learner support services

## 3. Payment Terms

### 3.1 Course Fees

- All course and qualification fees must be paid in full before enrolment unless an approved payment arrangement has been agreed in writing by NXT GEN.
- Learners will not be officially enrolled until payment has been received and confirmed.

### 3.2 Payment Methods

Payments may be made via:

- Bank transfer
- Debit or credit card
- Approved online payment system

NXT GEN reserves the right to refuse enrolment where payment has not been completed.

## 4. Refund Policy

### 4.1 Non-Refundable Fees

Once a learner has enrolled onto a course or qualification, all fees paid are strictly non-refundable.

This includes:

- Tuition fees
- Registration fees
- Qualification/exam fees
- Assessment fees
- Administrative fees

By enrolling onto a course, learners confirm that they understand and accept this condition.

### 4.2 Exceptional Circumstances

Refunds will only be considered in exceptional circumstances at the sole discretion of NXT GEN management, such as:

- Duplicate payment made in error

- Course cancellation by NXT GEN
- Regulatory restrictions preventing delivery

Any approved refund may be subject to administrative deductions.

## 5. Tutor Support Sessions

### 5.1 Included Tutor Sessions

Learners will receive either:

- **2 free tutor support sessions**, or
- **3 free tutor support sessions**

depending on the course or qualification enrolled upon.

The number of included sessions will be confirmed at enrolment.

### 5.2 Additional Tutor Sessions

Once the included tutor support sessions have been used:

- Additional tutor sessions may be booked at a minimum charge of **£20 per hour**.
- Fees may vary depending on the qualification level or specialist support required.

Payment for additional sessions must be made in advance.

## 6. Practice Assessments / Mock Exams

### 6.1 Included Mock Assessments

Learners will receive:

- **1 or 2 free practice assessments/mock exams**, depending on the qualification or course.

This will include feedback from the tutor or assessor.

### 6.2 Additional Mock Assessments

Additional practice papers or mock exams may be purchased at:

**£25 per mock assessment**

This fee includes:

- The assessment paper
- Marking and feedback

Payment must be made before the mock assessment is issued.

## 7. Retake Policy

### 7.1 Free Retakes

Where permitted by the awarding body:

- Learners may receive free retake opportunities.
- Most qualifications include **one free retake**.

Free retakes are subject to awarding body regulations and qualification rules.

### 7.2 Additional Retakes

If a learner does not pass after the free retake:

- Any further retakes will be charged at **50% of the qualification or examination fee only**.

This charge applies per additional retake attempt.

## 8. Learner Responsibilities

Learners are responsible for:

- Ensuring all payments are made on time
- Attending tutor sessions and assessments as scheduled
- Preparing appropriately for assessments and retakes
- Understanding qualification requirements and awarding body rules

Failure to attend booked assessments or tutor sessions may result in additional charges.

## 9. Cancellation of Services

NXT GEN reserves the right to:

- Withdraw access to learning resources where fees remain unpaid
- Delay certification requests until outstanding balances are cleared
- Cancel enrolment where payment arrangements are breached

## 10. Complaints and Appeals

Any concerns relating to payments or charges should first be raised with the Finance Department.

If unresolved, learners may use the:

- NXT GEN Complaints Policy

## 11. Review of Policy

This policy will be reviewed annually by the Senior Management Team and updated where necessary to reflect:


- Awarding body requirements
- Regulatory changes
- Operational requirements

NXT GEN reserves the right to amend this policy at any time.

## 12. Contact Information

### Finance Department

 [finance@nxtgenedu.co.uk](mailto:finance@nxtgenedu.co.uk)

 02045867400

### NXT GEN Education Ltd

 2 Lord Street, Oldham OL1 3EY