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Policy Name	Payment and Refund Policy
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Recent Review Date	March 2026	Next Review Date	April 2027
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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

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