



London Met Online

Fees and Refunds - Terms and Conditions

London Met Online is a partnership between London Metropolitan University and ECA (Education Centre of Australia) that offers London Metropolitan University courses online under the banner of London Met Online.

This policy applies to all London Met Online students, commencing or re-enrolling, or those seeking to withdraw from a course or courses offered by London Met Online for which they have paid fees. It also applies to those students who have accepted a course, for which they have paid fees, that has been cancelled.

Offer letters issued by London Met Online This policy applies to all tuition fees paid including those collected by education agents on behalf of ECA for London Met Online courses.

Incurring fees

Fees are incurred on enrolment for the whole of each year of academic study or for each module taken. A student is considered enrolled once a course offer is accepted, and all course and associated fees have been paid.

- Fees are incurred immediately on enrolment – there is no ‘fee free’ period. This does not affect any statutory right the student has to cancel their enrolment within 14 days of the commencement day of the enrolled course unless that right has been waived

Cancellation Policy

If after commencing their studies, the student chooses to cancel the enrolment before completion of the qualification, the student may remain liable to pay the full tuition fees and the costs incurred by London Met Online in recovering any outstanding monies, including debt collection agency fees and solicitors’ costs, if applicable.

All notifications of withdrawal from the enrolled course must be made in writing to the London Met Online Director or nominee. Any refunds are subject to a specified cancellation fee which will be deducted from your refund amount. This reflects the costs of processing your refund.

Your right to cancel

For the purposes of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your acceptance within a period of 14 days after you have accepted the terms of this Agreement without giving us any reason.

To meet the cancellation deadline, it is sufficient for you to have sent your cancellation before the 14-day period has expired.

Failure to Pay

If a student does not pay their fees or defaults on an arrangement for payment of the fees made with London Met Online, ECA may:

1. Exclude the student from their course of study (exclusion means that the student will not be allowed to access the relevant London Met Online systems, sit any exams nor will they receive the marks awarded for any assessments and will not receive any award);
2. Terminate the student's registration as an enrolled student for the London Metropolitan Online course;
3. Take legal action for the recovery of outstanding fees, legal costs (including court fees and solicitors and advocates fees), administration fees and interest from the date the Fees were incurred (pursuant to section 69 of the County Court Act 1984 or similar provisions in UK or foreign legislation) whether or not the student is currently registered as a student.

Refunds

1. London Met Online will refund all fees paid less the enrolment fee.
2. Refunds will normally be processed within 28 days.
3. Once a student is enrolled, deposits and enrolment fees paid by a student are not refundable or transferable.
4. In exceptional circumstances, London Met Online management may agree to a refund or partial refund of fees or deposits paid on intermission, withdrawal or other termination of a student's studies.
5. If a student's course of study is terminated for misbehaviour, including a serious breach of the course rules or a breach of visa conditions, including poor attendance or unsatisfactory academic progress, there will be no refund of any money paid to the student.
6. Refunds will be made to students who have been refused a student visa, provided the reason for refusal is not due to a fraudulent application. To request a refund, candidates must submit a copy of the visa refusal document to the University.
7. If the London Met University cancels the programme for which the applicant has accepted an offer, then all fees paid will be refunded.
8. If a student fails to attend the start of their enrolled course, then no refund will be made for the London Metropolitan Online course.