

CANCELLATIONS POLICY

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1. INTRODUCTION

Optimi College (Pty) Ltd offers distance learning; therefore, students can continue their studies either part-time or full-time. Our goal is to accommodate and encourage lifelong learning in the South African labour force: employed, unemployed, and discouraged job seekers. Optimi College is committed to providing distance-learning education that is inclusive and accessible to all students.

We recognise that our student's circumstances can change due to external factors. We also acknowledge that these changes can influence their ability to start or continue with their studies.

2. PURPOSE

The Optimi College Cancellation Policy establishes clear guidelines and instructions in the event of cancellation of enrolment before course completion. The Cancellation Policy provides the processes to be followed and approvals needed regarding students requesting to cancel studies.

3. SCOPE

The policy applies to all students and prospective students at Optimi College. All employees of Optimi College are familiar with the policy. This policy must be read together with other *Optimi College* student policies and procedures, which can be found at the following link: <https://www.collegesa.edu.za/policies/>

4. CANCELLATION OF STUDIES

All cancellation applications must be made in writing to the Client Engagement Team. Cancellation requests must be sent to support@optimicollege.co.za: one or more relevant grounds for cancellation. Students will be required to complete a cancellation form and attach a motivation for their reason of cancellation.

After the students' accounts have been validated, the grounds for cancellation will be considered by the Client Engagement Team.

4.1 Rules of cancellation

Any student is entitled to cancel the programme(s) he is enrolled for, subject to the below two [2] conditions:

- The student has complied to the requirements of the cancellation process as set out in this document (The Cancellation Policy), and;
- The student has settled any and all fee obligations in alignment with the table provided below:

Time of cancellation	Total fees due to process cancellation.
Time from course commencement to cancellation application	Total programme fees due to process cancellation.



Within ten [10] business days from commencement	<p>a. Books returned undamaged, unused and unopened: Full refund of fees paid, OR</p> <p>b. Books unreturned/ used/opened/damaged: Student will be invoiced in accordance to the replacement value of study material deemed unfit for reuse.</p>
Between ten [10] and twenty [20] business days from commencement	40% of the first six [6] months' programme fees.
After twenty [20] business days from commencement	<p>100% of invoiced fees due to date + 60% of remaining fees for up to six [6] months of remaining programme fees.</p> <p><i>Example: Student enrolls for an 18-month course at R500 p.m. Student cancels in month five [5].</i></p> <p><i>Fees due = (Current fees) + 60% x (next 6 months' fees)</i> <i>= 5 x R500 + 60% x (6 x R500)</i> <i>= R2500 + R1800</i> <i>= R4300</i></p> <p>Note: If the course duration is less than six [6] months, the number of months remaining will apply.</p> <p>Note: In the event of students that have paid their full programme fees in advance, fees refundable will be determined by subtracting the cancellation fees due for an equivalent instalment-based student from fees paid.</p>

Exceptions may apply in special cases. Should special circumstances (such as death, medical incapacity etc.) be applicable, please submit a letter and supporting documentation to Optimi College for consideration. Such exceptions will be subject to management review and consideration.

