



# POINT BLANK

## MUSIC SCHOOL

### POLICY 073

### FINANCE POLICY (Short Courses)

#### DOCUMENT CONTROL BOX

<b>People in scope:</b>					
<b>All students</b>	<b>HE Students</b>	<b>Professional Students</b>	<b>All staff and students</b>	<b>Staff only</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Sites in scope:</b>			<b>Publication:</b>		
<b>All</b>	<b>London</b>	<b>Online</b>	<b>Internal</b>	<b>Public</b>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
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[support@pointblankmusicschool.com](mailto:support@pointblankmusicschool.com)

**Document Revision History**

**Version Log**

<b>Committee / Approval Date</b>	<b>Author</b>	<b>Version</b>	<b>Publication Date</b>	<b>Page Reference &amp; Summary</b>

**Related Documentation**

<b>Document Reference No. (Policy version / Supporting doc. #)</b>	<b>Document Type</b>	<b>Link or Dept. Owner</b>	<b>Document Title</b>

## 1. PURPOSE

- 1.1 The Finance Policy (Short Courses) details information relevant to fee-paying students enrolled onto any Short Course with pointblank.
- 1.2 The information in this Policy is accurate at the point of publication (November 2024) but may be subject to change in accordance with the Terms & Conditions – Short Courses.
- 1.3 Please note, this policy is not applicable to Higher Education (HE) courses, or courses delivered by Point Blank (PB) PB partners and/or subsidiaries. The finance policy for our HE courses can be found [HERE](#).
- 1.4 This policy should be read alongside our Terms & Conditions – Short Courses.

## 2. POLICY DETAILS

### 2.1 Fee setting

- 2.1.1 The amount students pay for a course is dependent on the advertised price at the point of booking and the payment option chosen at the booking stage. All fees are published in advance and can be found on the pointblank website.
- 2.1.2 pointblank reserves the right to correct any administrative errors and to recover any associated shortfall in fees.
- 2.1.3 Our fees are subject to regular review to ensure they accurately reflect a range of consumer and retail indices. Once enrolled, the price of a course will not change unless a student chooses to suspend or transfer their studies. More details on Suspensions and Transfers can be found in sections 2.8 and 2.9.

### 2.2 How and when to pay fees

- 2.2.1 Students are required to pay a registration and/or course fee to confirm their enrolment on a course.
- 2.2.2 Courses are payable in their entirety at a discounted rate, or through further Instalment options. Information on course costs and the payment options available payment can be found on the pointblank website, or by emailing [admissions@pointblankmusicschool.com](mailto:admissions@pointblankmusicschool.com). Instalment options include a supplementary Registration Fee.
- 2.2.3 Payment should be made on the pointblank website during the booking stage, with subsequent payment plan instalments made through the student dashboard under the “Fees” section. Numerous payment methods are accepted.
- 2.2.4 Due dates for students paying by instalments can be found at the point of booking and in the fees section of the student dashboard.
- 2.2.5 Should students need further assistance with payment methods, please contact the Finance department on [studentfinance@pointblankmusicschool.com](mailto:studentfinance@pointblankmusicschool.com) directly.

## 2.3 Sponsors

- 2.3.1 If an employer, other organisation or non-UK Government organisation agrees to pay all or part of a student's tuition fees, pointblank will invoice the designated sponsor for the appropriate amount. Should this apply, the student must contact a member of the pointblank Finance department directly to arrange this.
- 2.3.2 Students will need to provide confirmation of sponsorship in writing for each year of study being funded before enrolment.
- 2.3.3 If a sponsor fails to pay the relevant fees when due or withdraws their support at any point, the student will be liable for any outstanding fees.
- 2.3.4 Some non-UK Government sponsors may pay the fees to the student rather than directly to the institution. This may also be in termly instalments. If this is the case, students will be required to provide written evidence of this and ensure fees are paid to pointblank when due. If, in these circumstances, sponsorship is withdrawn at any point then the student would become liable for any outstanding fees.
- 2.3.5 Where a sponsored student chooses to withdraw from their course/is withdrawn from their course by pointblank, any refund will be returned to the sponsor on a pro-rata basis, based on the point of withdrawal. Students will be liable for any shortfall in the amount owing to a named sponsor after this, based on any contractual agreement in place.

## 2.4 Anti-Money laundering regulations

- 2.4.1 pointblank will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with UK Money Laundering regulations. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.
- 2.4.2 pointblank will not accept Tuition Fee payments in cash to ensure compliance with the UK Money Laundering regulations.

## 2.5 Refunds and withdrawals

- 2.5.1 In certain circumstances, you may be eligible to receive a refund for any tuition fees paid.
- 2.5.2 The withdrawal date is the date at which the Course Cancellation Form is received by pointblank. This form can be found attached to the Booking Confirmation email or can be requested from [admissions@pointblankmusicschool.com](mailto:admissions@pointblankmusicschool.com). Alternatively, pointblank may instigate and confirm the withdrawal to a student. In this instance, the withdrawal date will be the date confirmed in the communication.
- 2.5.3 For those students who are eligible for a refund, the amount refunded will be calculated from the withdrawal date. pointblank may be entitled to retain sums or request an additional payment to reflect unavoidable losses suffered by pointblank as result of the withdrawal, dependant on the circumstances.
- 2.5.4 All fee refunds are paid to the card holder that paid the fees, within 28 days of the refund being approved and receipt of all the required information.

- 2.5.5 If a student has any outstanding fees or other similar debts, pointblank will deduct any amount owed from the refund.

### Refunds

Definition: **Cooling Off period (COP)** – the Cooling Off period is defined as the first 14 days following payment of/enrolment/booking onto the course.

### Students withdrawing within the COP

- 2.5.7 If a student wishes to withdraw from their course within the COP, **and the COP completes before the start of the course**, pointblank will refund any fees already paid.
- 2.5.8 If a student wishes to withdraw from their course within the COP, **and the course begins within the COP**, pointblank will retain a proportional payment for the part of the course that has been delivered up to the withdrawal date, plus any Registration Fee applied.

### Students withdrawing after the COP

- 2.5.9 If a student wishes to withdraw after the COP, but at least 14 days before the course start date, you will be entitled to a full refund less any Registration Fee paid.
- 2.5.10 Students studying for the first time with pointblank who wish to withdraw after the COP, may withdraw within 14 days of the start of their first module. In this scenario, a student would be entitled a refund minus the proportion of the course that has already been delivered until the withdrawal date, plus any Registration Fee applied.

**Please note:** This clause only applies to the first module of the first course or programme studied at pointblank. This clause will not apply to students transferring to/enrolling on additional courses or modules, as they will be subject to the relevant clause in this section.

- 2.5.11 Students wishing to withdraw following the COP, and where no other clause in this section applies, will need to submit the Course Cancellation Form no later than two weeks prior to the commencement of their next period of study. Failure to do so will result in the student being liable for the entirety of the course fees for the upcoming period of study.
- 2.5.12 There are short course programmes available with an option to pay in full upon registration at a discounted rate. After booking one of these courses with this payment option, the COP applies as per clauses 2.5.7 and 2.5.8. Students may cancel up until the end of week 3 of the start of their course and receive a refund minus the registration fee and pro rata fee for the tuition delivered. After this point, the full course fee is nonrefundable. Where this clause applies, students will be notified via our website during the enrolment process.
- 2.5.13 Refunds that involve an international transfer may be subject to processing fees. Any such fees will be absorbed by the recipient and may result in the refunded amount being reduced. In this scenario, refunds due that are £10 or less, will not be processed.
- 2.5.14 Under extenuating circumstances, a full or partial refund may be awarded. Examples of extenuating circumstances include (but are not limited to):

- pointblank being unable to offer the course start date advertised. This can happen in various circumstances, including (but not exclusively) if a course is removed due to insufficient student numbers.
- Any student prevented from continuing their course due to experiencing a chronic/continued physical and/or mental health condition.
- A family bereavement.
- A medical emergency and/or a student having to care for a close family member with a long-term health condition.
- In the unfortunate event of a student's death. (Any tuition fees paid for uncompleted terms would be refunded via the initial payment method.)

2.5.15 Evidence supporting any/all of the circumstances above may be requested, and all refunds will be assessed on a case-by-case basis.

2.5.16 Any refund due is totally at the discretion of pointblank and will be based on any evidence received.

### **Withdrawals and sponsored students**

2.5.17 Where a sponsored student chooses to withdraw from their course/is withdrawn from their course by pointblank, any refund will be returned based on the applicable clause from section 2.5. The student will be liable for any shortfall in the amount owing to the named sponsor after this, based on any contractual agreement they may have in place.

## **2.6 Fee Liability**

2.6.1 Students are responsible for ensuring that all appropriate fees, fines and other charges, including any element of fees payable by sponsors, are paid in accordance with the requirements set out in this policy. In accepting the offer of registration, the student accepts a contractual liability to pay the course fee for the duration of their course in accordance with these requirements, unless otherwise stated.

2.6.2 Point Blank will remind students of fees, fines and other charges due through the student dashboard. However, these are reminders only and students are contractually responsible for paying fees, fines and other charges on time.

2.6.3 The contact details available on the students' record, will be utilised to contact the students regularly. Students are obliged to make sure personal contact details are kept up to date to ensure they receive all important communication regarding fees and debts.

## **2.7 Non-payment of fees and debt recovery procedures**

2.7.1 Tuition fees may be paid in full at the point of booking, or on the dates advertised where instalments are applicable. These dates can also be found in the fees section within the student dashboard.

2.7.2 Once a student debt becomes overdue for payment, the Finance Department will follow the procedures listed below, ensuring the means to recover the debt is conducted in a consistent, fair and effective way.

2.7.3 In the first instance the Finance Department will attempt to contact the student using all appropriate means of communication available, based on the contact details provided by the student to pointblank. A log of all communications will be kept on the student's record.

- 2.7.4 Initial correspondence will direct the student to their student dashboard, where the fees outstanding will be listed. The student will be asked to make immediate payment, or to contact the Finance Department if there is genuine difficulty in making a payment.
- 2.7.5 Students who do not make contact prior to an instalment date may be liable for a late payment charge of £50.
- 2.7.6 Students who have outstanding debt at the end of their study, will be unable to receive any award due until their outstanding debt is settled.
- 2.7.7 Students who fail to resolve outstanding debts in a timely manner will be subject to necessary debt recovery action approved by pointblank. pointblank reserves the right to pass on any costs incurred relating to third party debt recovery services to the debtor.
- 2.7.8 In cases where a withdrawal is due to non-payment of course fees, pointblank will first issue written correspondence to the student confirming that the student is at risk of withdrawal.

Failure to make payment or come to a suitable agreement with the Finance team will result in the issue of further written correspondence, notifying the student of the intent to withdraw, and the date on which this will be actioned.

Students will continue to be liable for any amounts owed following a forced withdrawal due to non-payment.

- 2.7.9 Students may appeal the decision to be withdrawn from their course in the following circumstances only:
- The student believes there has been a material error in the processing of their payment/case/ account.
  - There are extenuating circumstances that prevented the student from communicating with pointblank.

Evidence will need to be provided to support either of the cases listed above.

- 2.7.10 pointblank encourages students who find themselves in severe financial difficulties or who have extenuating circumstances to notify the Finance Department as soon as possible.

## 2.8 Suspension of studies

- 2.8.1 Suspension of study requests should be made in writing and submitted to a [admissions@pointblankmusicschool.com](mailto:admissions@pointblankmusicschool.com) a minimum of 14 days prior to the next period of studying commences. This is applicable to both new students and students pursuing continued studies.
- 2.8.2 In the event of a suspension to studies (subject to approval), course fees paid in advance will be held in anticipation of a resumption. If the student/pointblank later decide that they will not return, a partial refund may be processed and would be based on the applicable clause from section 2.5.

- 2.8.3 Students may request a refund for fees paid in advance (prior to a term commencing) following the temporary suspension of their studies. Any refunds would be completely at the discretion of pointblank, and would be in accordance with the terms laid out under section 2.5.
- 2.8.4 When a student resumes study, the cost of the remainder of the course will be the price advertised on the pointblank website at the point where the student's resumption is confirmed. This should be communicated to the student prior to recommencement.
- 2.8.5 Any outstanding course fees should be paid prior to any resumption of studies.
- 2.8.6 Suspension of study requests made within one week prior to a course/term commencing or after the course has begun will only be permitted in extenuating circumstances (such as those outlined in 2.5.14), and are completely at the discretion of pointblank

## **2.9 Transfers**

- 2.9.1 If a student decides to transfer to a different course offered by pointblank they must do so at least 14 days prior to the course start date.
- 2.9.2 Transfer requests made within 14 days prior to a course/term commencing or after the course has begun will only be permitted in extenuating circumstances (such as those outlined in 2.5.14), and are completely at the discretion of pointblank.
- 2.9.3 When a student transfers to a new course, the cost of the new course be the price advertised on the pointblank website at the point where the student's transfer is confirmed. Any additional fees owed will be communicated prior to the commencement of study.

## **3. POLICY SCOPE**

- 3.1 This policy applies to all students on short course programmes at Point Blank.
- 3.2 This includes students studying on campus, distance education (online), domestic students, and international students.
- 3.3 This policy does not apply to students undertaking higher education courses. Students on Point Blank higher education courses should refer to the Finance (HE) policy.

## **4. RELATED POLICIES**

- Withdrawal, Temporary Interruption and Internal Transfer Policy
- Finance (HE) policy

## **5. POLICY OWNER**

This policy is under the responsibility of the Executive Committee. The responsible committee will ensure the cyclical review of this policy is carried out in line with Point Blank's Quality Assurance Framework.

The Executive Committee delegates the operational responsibility of this policy to the following staff:



- General Manager
- Finance Manager
- Registrar
- Data and Insights Manager

## **6. PROCEDURES**

There are no related procedures to this policy.

## **7. EXHIBITS, APPENDICES AND FORMS**

- Cancellation Form

## **8. REFERENCES AND SUPPORTING INFORMATION**

- a. Internal
- Terms and Conditions – Short courses
- b. External