

CANCELLATIONS POLICY

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DOCUMENT CONTROL

Version and Amendment Schedule


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1. INTRODUCTION

Optimi College (Pty) Ltd offers distance learning; therefore, students can continue their studies either parttime 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/student-services/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@collegesa.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	Status of Books at time of cancellation	Outcome*
Within 7 days from date of registration	Books were not dispatched	Full refund.
	If the books are returned undamaged, unused and unopened to the Optimi Warehouse (books cannot be delivered to an Optimi Office) within 1 calendar month of the cancellation.	Full refund less the Delivery fees paid for the delivery to the student. The Client shall be liable for the delivery costs associated with the return.

	Books unreturned/ used/ opened / damaged within 1 calendar month of the cancellation.	Client will be invoiced in accordance with the replacement value of study material deemed unfit for reuse and delivery fees.
After 7 days from the date of registration.	Books cannot be returned.	A maximum of 2 months' invoices will be raised as a cancellation fee after the date of cancellation. Note in the event of students that have paid their full course fees in advance, fees refundable will be determined by subtracting the cancellation fees due for an equivalent instalment-based student from fees paid.

**The amount due to the student after cancellation OR from the student to Optimi College, as part of the outcome of the cancellation will be considered based on the deposit or full payment value received by Optimi College.*

Any discounts granted to the Client, by the Company in terms of clause 7 shall not be included in any amount refunded to the Client as a result of cancellation and/or termination in accordance with the Cancellation Policy.

The Client shall not be entitled to a refund of the Fees, in whole or in part, should the Student, fail to complete the Course(s) Activities within the course duration period, or should the Student, fail to attain the results required in order to complete and obtain the qualification in respect of the Course(s).

The Client may request to transfer from one Course to another. In such cases the Company will require a completed cancellation of the current Course, and associated fees to be processed first. The Client will then register for the new course. No discounts will be applied to the new course.

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.

5. POLICY REVIEW

The Policy on Development and Review of policies provide guidelines for the formulation, development, and review for Optimi College policies and procedures. The review date on the Policy Dashboard will initiate the review process owned and managed by the Review Manager. The Review Manager will delegate the policy and review deadline to the Policy Owner for analysis. The review process is implemented following Stages One to Five of the guidelines. Optimi College policies are reviewed on an annual basis or if changes in legislation or qualifications.

The Review Manager coordinates the new policy development process and the review of policies on an annual basis, in collaboration with the Policy Owner or subject matter expert. The Review Manager ensures that the necessary document management process is maintained in the Policy Master File, both printed (Accreditation and QA Specialist) and online (QMS Final Policies). The Review Manager submits all new and updated policies

to the Academic Committee for final approval. The Review Manager is the person who is responsible for maintaining the Policy Management Dashboard (PMD) and reporting on this at Academic Committee Meetings.