

## 6. Payment, Charges & Refunds Policy

### PURPOSE:

To set out the policy regarding Payment, Charges and Refunds for academic and clinical programmes provided by CNELM.

This policy also aims to make transparent additional payments that may be incurred in various circumstances.

### SCOPE:

As appropriate, this policy covers all Students of CNELM.

### 1. POSITION STATEMENT:

CNELM aims to make its no-refund policy position transparent and clear, with the primary intention of it being 'fair' to all Stakeholders. This position is consistently communicated in all our published literature including:

1. [CNELM website](#)
2. [Prospectus](#)
3. Interview documentation
4. A range of other documents and policies

### **Please note that:**

- All fees once paid are non-refundable\*
- All modules once started must be paid for in full unless **one** of the following apply:
  - a) A student withdraws from the course within **four** weeks of the start date of a course i.e. degree course, clinical or coaching course.
  - b) A student defers a module within **four** weeks of the module start date or within **eight** weeks for a postgraduate Research Dissertation (RD) taken part-time over twelve months, or the Supervised Practice (SP) module on the Personalised Nutrition Practice Diploma (PNPD) taken part-time over twelve months, but remains in active study and the impact lengthens the student's study. A new payment schedule will be agreed with the student enabling payment to reflect the revised study period.
  - c) A student interrupts their studies for any reason i.e. takes a study break and defers a module within **four** weeks or within **eight** weeks of the module start date, as detailed for point b) above, payments for the module can be halted until the student returns to study, subject to having a revised provisional 'return-to-study-plan' in place with their Programme Manager.

### **\*Limited exceptions to our no-refund policy are:**

- \*CNELM Level 3 Bioscience Entry modules: Human Biology and Chemistry

Students are given sufficient opportunity to submit coursework on a regular basis and gain feedback and are given opportunities to resubmit.

**Please note that** a refund for the above course/s applies only when a student has demonstrated to CNELM that they are unable to achieve the required pass level for entry to a programme. The amount of refund will depend on how far through a module the student is when the concern regarding achieving the level is identified. In all instances, a **10% Administrative Charge** will be applied prior to negotiating a settlement.

**See Annex C** at the end of this policy.

- \*Exercise Consumer Rights

This policy position does not affect your consumer rights – for example, where CNELM has mis-sold or failed to deliver the terms and conditions of the programme/s a student has enrolled and paid, or part-paid for.

Mis-selling, failure-to-deliver 'the product' or 'the product' not being fit-for-purpose are examples of where a student could challenge the no-refund policy. It is for the student to make such a case and to provide evidence. In the first instance, the student should aim to resolve any refund request based on consumer rights with CNELM.

**Please note to** refer to our **Managing Concerns Overarching Statement** for full guidance and possible recourse via the Office of the Independent Adjudicator.

- \*Suspension and/or Expulsion from a Programme

No refund applies for any fees already paid for a student who is suspended or expelled from a programme.

It is most unlikely that a fee settlement would be agreed with a student for any module started that had not been paid for in full. However, in exceptional circumstances, and only once approved by the CNELM **Business & Education Ethics + Committee (BEEC)** may a fee settlement be sanctioned.

**Please note that** academic and/or professional misconduct are the most likely reasons for short-term suspension and expulsion from course/s.

Provision of fraudulent information, plagiarism and fitness to practice issues are key examples of what might lead to suspension and/or expulsion from course/s.

- \*Extenuating Circumstances

Students are recommended to pay annual tuition fees and monthly tuition fees as opposed to making lump sum payments ahead of a study period. Students that make lump sum payments in advance of studying, including full fees in advance, do so at their own risk. If student payments are in credit when they opt to withdraw from studies or are required to withdraw from studies, the no-refund policy generally applies. The Senior Management Team reserves the right to exceptionally agree to a partial refund based on the strength of evidence provided and may seek the recommendations of the Business and Education Ethics Committee. CNELM may also enable the student to transfer the fees to other modules that may facilitate an award being issued, such as the Dietary Educator Certificate.

### CEASING TO TRADE:

CNELM is a wholly-controlled, not-for-profit subsidiary of NS3UK Ltd. NS3UK Ltd is the collaborative partner with Middlesex University (MU). Under Licence Agreement with NS3UK Ltd, CNELM is delegated to teach courses owned by NS3UK Ltd.

The Memorandum of Cooperation between NS3UK Ltd and MU, which is accessible to students following request, details the obligations of both NS3UK Ltd and MU and includes undertakings in regard to completing a degree programme in the event that NS3UK Ltd and CNELM cease to trade. CNELM's Student Protection Plan, approved by Middlesex University, is accessible to students within this policy.

Please refer to Annex A: Student Protection Plan, that relates to students enrolled on degree courses and CNELM only courses.

### DISCOUNT ON COURSES:

A 5% discount is applied to the following courses, subject to the full fees being paid in advance of study.

- Level 3: Human Biology and Chemistry Entry Courses if bought individually and 10% if purchased together
- Level 7: MSc / PG Dip Personalised Nutrition
- Equivalent of one year of an undergraduate level programme
- CNELM NTPD

**Please note that** CNELM does not encourage payment of full fees in advance, and this is a choice. Students opting to pay fees in full in advance of study should ensure they understand the risks involved, **as fees once paid are non-refundable** unless within the remit of CNELM's limited exceptions to its no refund policy.. CNELM encourages applicants and students to make informed decisions.

Varying discounts may apply for applicants enrolling on Level 4-6 BSc Hons NS modules (max 240 credits) for Advanced Learners, based on prior accredited studies. **See Advanced Learner Entry policy** for what is considered prior accredited study.

### BURSARY SUPPORT:

1. CNELM has a limited capacity to offer bursary support.
2. Bursary support takes the form of reduced monthly tuition fees. It is not a direct payment to the student. All students must fund the annual tuition fee component of their tuition fees.
3. CNELM allows a fixed amount per annum for Bursary Support and aims where possible to direct Bursary Support to those who can demonstrate the highest need, enabling access to one or more of our courses.
4. Applicants can apply for Bursary Support following interview OR following registration on an eligible course.

Bursary Support may be applied to the following courses:

- BSc (Hons) Nutritional Science
- MSc / PG Dip Personalised Nutrition
- CNELM PNP/NTPD
- CNELM Nutrition Coach Diploma (NCD)

For applicants for [Bursary Support](#), please refer to our website for further information prior to making an application. Students offered Bursary Support must comply with the terms and conditions of the Bursary offer.

**Please note that** only in exceptional circumstances will Bursary Support be considered for students where a discount has already been applied.

Students awarded a Bursary must sign to accept the Terms of the Bursary offer. Continued Bursary Support is dependent on compliance with the stated terms.

#### PAYMENT DETAILS:

1. CNELM makes every attempt to transparently describe payment requirements on all relevant literature, and will explain options to students at the interview. CNELM will renegotiate payment plans related to changes in study plans with students following registration on a course/s.
2. Applicants are provided with a Fees + Payment Plan following their interview for the main courses, and a Confirmation Agreement that requires signing prior to enrolment on our main courses. The Confirmation Agreement includes an obligation to inform CNELM, at the earliest opportunity, of any financial change in circumstances impacting on their capacity to engage with the programme/s on which they are enrolled.
3. Applicants acknowledge that, relevant to their programme of study, CNELM will provide them with programme fees, payment methods, student finance options, timeframes for completing payments, various policies and any likely additional costs or annual increases in fees. In particular applicants acknowledge that their interview documentation has made it clear that CNELM implements a no-refund policy irrespective of method of payment, and for monthly fee payers, makes it clear that all modules, once started, must be paid for in full, unless the student meets the criteria detailed at the outset of this policy.
4. Students enrolled on the Bioscience Entry Courses (BEC) or Bridging Modules (BMs) are recommended to complete all entry requirements for a degree course or CNELM only course prior to joining the degree or CNELM only course. Students that do combine completion of BEC or BM's whilst enrolling on a degree or CNELM only course do so at their own risk, as any fees paid towards a degree or CNELM only course are non-refundable. Students must meet stated entry requirements in order to continue with their degree or CNELM only course. Students may incur additional annual tuition fees for a degree or CNELM only course if combining degree studies with BEC and/or BMs, if entry modules are not completed in the agreed timeframe.
5. Students are issued with an invoice and payment schedule for the whole course/s on which they will be registered, which details the total course fee; annual tuition fees where relevant; and initial and monthly payments required over the course of their studies. Students may exceptionally request to make payments of monthly tuition fees e.g., quarterly in advance of study; and this will be given individual consideration and in the context of the course they are enrolled on. Discounts, however, are only applied as detailed above.
6. The payment schedule can be changed should a student wish to increase or decrease their pace of study, or interrupt their studies for a period of time. Students must agree to changes to their study plan with a Programme Manager and any change to the payment schedule will be via an approved change to the study plan.
7. Extending a study period will frequently incur an additional annual tuition fee related to the programme or programmes of study. Additional annual tuition fees are most likely to be incurred if the expected Finalist date is also extended into a new academic year of study for that student. **Please note that** most student fees are based on one of the following: Jan-Dec, April-Mar or Sept-Aug academic year.
8. Students experiencing a change to their financial status may independently make a request to the Business Director to increase the rate of payment of fees. Similarly, students may make an exceptional request to extend their payment plan beyond the end of their study period and this may be considered upon its merits. **Please note that** in this instance, students are not informed of their awards or classifications until all fees have been paid.
9. Tuition fees for applicants entering the BSc Hons Nutritional Science programme as an Advanced Learner or the CNELM PNP/NTPD or NCD courses will be agreed on an individual basis. Applicants seeking Advanced Learner Entry to one or more courses can review our **Advanced Learner Entry policy** which details the process for applying for exemptions based on the transfer of degree accredited and non-degree accredited learning, as well as experiential learning.
10. Tuition fees for applicants applying to Return to Practice are agreed based on the length of period since last in practice or whether never practised since qualification.
11. All students must ensure that they comply with their agreed financial plan.
12. Annual tuition fees are due at least one month prior to the start of a relevant course and one month prior to the start of each additional year based on the start time of the individual student.
13. Fees are mostly paid as:
  1. Annual tuition fees where applicable to programme plus monthly fees
  2. Initial down payment plus monthly fees

The exception to this is when a student has paid all tuition fees in full, or in regular lump sums as exceptionally agreed. Students are encouraged to pay annual tuition fees and monthly fees.

#### **Please note that:**

- Students who opt to settle tuition fees prior to completion of studies do so at their own risk as the no-refund policy remains in place.

- CNELM has a limited capacity to confirm extended payment plans and would do so only in exceptional circumstances and in conjunction with a signed non-disclosure agreement. Invariably, the student would be recommended to interrupt their studies if unable to continue payment and return to study when their situation enables them to resume payments.
- Students approved to extend payments of fees beyond their study period will only be informed of the outcome of the conferment of their degree or clinical award following full payment of fees. Certificates and Transcripts will be withheld until full payment is received.
- Defaults on payments without prior agreement will lead to withdrawal of access to resources until the situation has been resolved. **See Annex A at the end of this policy for further details.**
- Students on courses validated by MU will only be registered and re-registered each year and enabled continued access to learning resources, subject to receipt of annual tuition fees. Similarly, students registered only on the CNELM courses will only be re-registered and enabled continued access to learning resources subject to the receipt of their annual tuition fee or course continuation fee.
- It is the student's responsibility to ensure their course fees are paid and not for CNELM to remind the student to pay their fees. However, CNELM Accounts will, at regular intervals, alert students if fees have lapsed, and provide the student the opportunity to settle the fees outstanding prior to alerting CNELM Administration to suspend access to resources until the matter is resolved.
- Students are recommended to schedule dates in their Gmail calendars to remind themselves when payments are due to be paid or taken by CNELM by Direct Debit.

**Please note that** annual tuition fees apply to full and part years. The majority of the annual fee covers external registrations and subscriptions as well as internal and external quality assurance processes. Therefore, if a student takes a study break and/or extends their studies, additional annual fees may well be triggered. For example, if a student has paid an annual fee and then takes a study break after four months and should return within that same financial year, they would be covered by the same annual fee. If the student returns to study in their next financial year or later, it is not possible for a reduced annual fee to be applied and a new annual fee is applied to cover from the month of return for the subsequent twelve months.

Fees for BSc students is fixed for five years and additional annual fees are applied from year six of study and thereafter. In the final year of study, an annual fee covers twelve months of study and up until the first available degree Awards Board or Clinical Programme Awards Panel.

If a student misses an Awards Board or Panel to which they were presented as a finalist for conferment of their award, further fees may be applied to delay their presentation at subsequent Board or Panel meeting. The amount of fee payable will be determined by the length of the delay and whether the student has entered a new financial year based on their annual tuition fee date which is invariably Jan-Dec or April-Mar or Sept-Aug.

Students can discuss financial implications of taking study breaks and/or extending studies with their Programme Managers, Study Plan Managers and with Accounts [accounts@cnelm.ac.uk](mailto:accounts@cnelm.ac.uk).

#### PAYMENT METHODS:

Payment by monthly Direct Debit is the preferred method for self-funding students with UK Bank Accounts.

**Please note that** Direct Debits take up to three weeks to process. Applicants should therefore take this into account when organising payment of fees. Late applicants can initially pay by Direct Bank transfer or credit card whilst their Direct Debit application is processed.

Following confirmation of a place on one or more of our courses and receipt of required documentation, applicants are given access to an invoice and payment option details. including a Direct Debit form, via a Shared Application Folder on the Centre's Central Drive

Other methods of regular payment can be exceptionally agreed when Direct Debit is not possible including Direct Bank Transfer, Debit Card, Flywire (for students living outside of the UK) and Standing Order.

**Flywire** - Paying via [Flywire](#) enables students living overseas to potentially save on bank charges and exchange rates; track payments from start to finish; and benefit from 24/7 multilingual customer support.

**Please note that** payment by American Express is not accepted.

Credit card payments incur a 3% charge at the point of payment.

#### PAYMENT OF FEES BY A THIRD PARTY:

1. Applicants and students may request for their fees to be paid by a third party e.g. an individual, company, sponsor or via a loan facility.
2. Applicants and students can request a copy of the CNELM's Third Party Agreement form which sets out the terms and conditions of the student, the Centre and the third-party fee payer. The Third Party Agreement form

must be signed by all three parties prior to acceptance of a third-party fee payer. Payment methods for fees paid by a third party are agreed on a per application basis.

**Please note that:**

- The student is ultimately responsible for the payment of their course fees. In the event a third-party fee payer opts out of continuing to pay fees on behalf of a student, the student would need to self-fund or interrupt studies until in a position to make payments or formally withdraw from studies. A student who has withdrawn from studies can invariably re-apply to study at a later date. A renewed offer of a place on a course/s of study would be subject to meeting application requirements.
- Courses taught at CNELM are not designated for governmental Student Loans.

Please visit the CNELM website for [finance options](#):

**PAYMENT INCREASES/CHANGES:**

1. CNELM aims to maintain fees for students enrolled on courses but reserves the right to apply annual inflationary increases for all enrolled students or to cover unanticipated additional costs related to external agencies.
2. Students on extended study plans, or interrupting their studies, may well incur increases in tuition fees over the period of registration on course/s.
3. CNELM will notify students of any fee changes via their student Gmail account and, if appropriate, to their personal email account.
4. Fees for new students may be increased. In principle, CNELM will, where possible, aim to honour the fee offered to the student following a course interview subject to them commencing the programme within twelve months of their course offer.

**Please note that:**

- Students who paid full fees in advance are protected against increases in course fees subject to continued study and within the timeframe of study agreed with the student when first enrolled. Otherwise, students who paid full fees in advance will be invoiced for any increased fees.
- CNELM reserves the right to increase fees above the rate of inflation or to decrease fees. Invariably, such increases or decreases would apply to applicants about to start their studies only. Such major changes would be communicated to all active students. In the event that course fees decrease then CNELM cannot guarantee that a reduction would apply to students currently enrolled on a programme i.e., may only apply to a new group of students.

**WHAT TUITION FEES COVER:**

Tuition fees cover the delivery of programmes, supervision, tutorials, lectures, marking and assessments within the normal module timeframes/windows, access to the Virtual Learning Environment (VLE), specific learning resources as relevant for each course, access to administrative, IT and pastoral support services, and, where applicable, registration fees for degree studies, registration as a Learner on the Qualifi Endorsed PNP, plus quality assurance processes, validation, and accreditation processes.

**Please note that**

- From time to time, a resource that is not available through CNELM online resources will be required to support programmes. In this instance, the student will be required to pay, for example, separately for a textbook; a software programme; and/or an online service.
- Additional Charges may be applied if a student misses an Awards Board or Clinical Courses Verification Awards Panel as a result of extension/deferment/late submission and consequently requires continued registration on a programme and access to learning resources and support.  
Please see **Annex C** - section C and earlier commentary.

**WHAT TUITION FEES DO NOT COVER:**

Applicants following a course interview and students are informed annually by email of anticipated additional costs related to a degree and PNP studies. PDF documents detailing such costs are also available to students on the VLE Moodle.

In addition to anticipated additional costs, students should bear in mind the following possible costs:

1. Provision of a module registration more than once due to the need to review or re-take as a result of prolonged extension, deferment, interruption of studies, or failed first module attempt. **Please see Annex C - section B**
2. Missed attendance modules or missed clinic or coaching supervision as a result of late cancellation. A cancellation charge is applied - please see **Annex C - section A**

3. Administration charge to cover a proven case of Academic Misconduct - CNELM reserves the right to charge an administration fee.
4. When extra one to one support is required for a student taking a module out-of-sync.
5. When a student takes an additional module, with or without assessment, for purposes of Continuing Professional Development (CPD) or in order to meet Nutritional Therapy Practice outcomes if taking an optional module that is not mapped to the Core Curriculum and National Occupational Standards for Nutritional Therapy. Please refer to the MSc + PG Diploma Course Overview. Fees vary depending on the module if taken for continuing professional development with or without assessment.  
**\*See table below detailing costs.**
6. Costs associated with supporting students to gain Professional Competency (PC) as part of the clinic work within the CNELM NTPD/PNPD, NCD and DEC courses. This specifically relates to any need to undertake more than one Dietary Educator role play or the need to see additional clients in the Student Training Clinic in order to gain a PC, or due to cancellation, or failure to turn up to appointments. Similarly, additional support to assist a student enrolled on CNELM's Return to Practice, to meet requirements. Additional charges will be applied. See **Annex C - section E.**
7. Costs associated with specified extracurricular events, costs associated with professional registrations, professional checks, virtual supervision, and insurance associated with supervision, and application and conferment of CNELM internal awards.

<b>*CPD with or without assessment include, but not limited to the following:</b>		
<b>Module Title</b>	<b>Fee With Assessment</b>	<b>Fee Without Assessment</b>
Coaching & Professional Mentorship	£350	N/A as assessment obligatory
Coaching top-up leading to NLP Practitioner Certification (Verification)	£400 plus £200 verification day	
NLP Practitioner Certificate	£1500	£1350
Why Weight Practitioner	£750	£550
Personalised Sports Nutrition and other postgraduate taught modules	£800	£500
Thinking Critically* level 4	£200	£120
Research Methods* level 5	£400	£270
Nutrition Enterprise* level 6	£500	£370

\*The above modules are valued according to level and/or hours required to review the module. Other level 4, 5 and 6 modules can be taken for CPD at similar prices.

#### OTHER:

Applicants have access to the Payment, Charges and Refund Policy prior to commencing study at CNELM and this policy is accessible on the CNELM public website.

#### **Named Contact Person/s responsible for this Policy**

Kate Neil Managing Director and Head of Quality Assurance [Kate.Neil@cnelm.ac.uk](mailto:Kate.Neil@cnelm.ac.uk)

Martin Neil Business Director [accounts@cnelm.ac.uk](mailto:accounts@cnelm.ac.uk)

Chris Neil Head of Student Recruitment and Director of IT [Chris.Neil@cnelm.ac.uk](mailto:Chris.Neil@cnelm.ac.uk)

Dave Lee Centre Administrator, Data Manager and Practice Supervisor [Dave.Lee@cnelm.ac.uk](mailto:Dave.Lee@cnelm.ac.uk)

#### ASSOCIATED POLICY LINKS AND DOCUMENTS:

This policy and annexes to this policy links to the following CNELM documents:

- Admissions and Enrolment Policy
- Advanced Learner Entry Policy
- BSc Hons Nutritional Science (NS)
- Business & Education Ethics Committee (BEEC)
- CNELM Bioscience Entry Courses & Bridging Modules



- CNELM Dietary Educator Course
- CNELM Nutrition Coach Diploma (NCD)
- Communications Policy
- Continuing Professional Development, Professional Enhancement and other *Ad hoc* Events
- Fitness to Study & Fitness to Practice Policy
- Interview documentation and Confirmation Agreement
- MSc and PG Diploma Personalised Nutrition (PN)
- MU Regulations
- Out of Sync Policy
- Memorandum of Cooperation
- Student Programme Handbook/s
- Student Protection Plan
- CNELM website [www.cnelm.co.uk](http://www.cnelm.co.uk)
- [Prospectus](#)

#### STUDENT PROTECTION PLAN:

CNELM's current [Student Protection Plan](#) is publicly available on the CNELM website. Students should review the Protection Plan via this link and download a copy, as required. This Plan has been reviewed and approved by Middlesex University.

#### ANNEX A: DEFAULT ON PAYMENT OF FEES:

1. Failure by students to pay fees or maintain monthly or agreed lump sum payments will result in immediate suspension of access to learning resources via Moodle as soon as the late payment is identified. **Please note that** an email will often be sent to a student prior to suspending their access to Moodle to ask the student to bring their account up-to-date.
2. Students will be notified of suspension of access to Moodle until the matter is resolved. Once the matter is resolved, the student will be notified to confirm that access to Moodle has been reinstated.
3. We will always aim to discuss payment difficulties with a student in an empathetic manner in order to find a mutually agreeable solution that will allow, where possible, for payments to be maintained or to facilitate a short-term payment break, enabling the student to continue their studies.
4. CNELM aims to operate with financial robustness and in the interest of all students and staff working for the Centre, as well as its commitments as a Higher Education provider and collaborative arrangements with Middlesex University (MU) and other external associations.
5. CNELM's consistent no-refund policy is therefore strictly applied in the interest of all students, staff, and other Stakeholders.
6. CNELM does not ring-fence income for the purposes of refunds.
7. CNELM does cater, within its financial forecasts, for Bursary Support, and will take financial account of a level of reduced annual income related to bursary and extended payment plans.
8. Student fees must be up-to-date prior to conferment of awards and receipt of transcripts and certificates, unless otherwise exceptionally agreed.

#### ANNEX B: EXCEPTION TO NO REFUND RULE:

1. CNELM has an inclusive recruitment and enrolment policy and offers opportunities to applicants to enter an undergraduate programme after successful completion of CNELM's Bioscience Entry Courses in human biology and chemistry.
2. Applicants enrolling on human biology and chemistry modules would be refunded, minus a 10% administrative fee, if, after repeated assessment, the level required to pass the course/s had proven unattainable. The amount refunded would depend on how far the student had progressed through the course.
3. This outcome is unusual. Students are given several opportunities to demonstrate they have grasped a complex concept before a decision is reached to suspend studies.
4. If a student, irrespective of ability, starts and has paid for the Human Biology and Chemistry modules but has never got started - i.e., not submitted any work, or taken up any Tutor time - then up to 75% of any payments made can be used to purchase another appropriate CNELM short course.
5. If a student has started on the Human Biology and Chemistry modules and later withdraws, up to 50% of paid fees can be used to purchase other CNELM short courses.
6. CNELM acknowledges that some students will face unexpected and onerous financial constraints during their time as a student, and will do all in its power to support the student but will **rarely** consider, even in the most extenuating of circumstances, a refund of fees already paid, with the exception of the criteria stated under the position statement detailed at the outset of this policy. Should a refund be exceptionally considered, the student would be required to provide substantive evidence to support their application. An administrative charge of a minimum of 10% would be applied.

Also refer back to the **POSITION STATEMENT** at the outset of this policy re: exceptions to our no refund policy.

#### ANNEX C: CHARGES:

**CNELM reserves the right to impose a charge when students change their study plans at short notice.**

#### ATTENDANCE MODULES AND CLINIC SUPERVISION:

**Please note that** all courses, tuition and supervision are delivered online.

1. CNELM offers several online options for coaching modules and coaching days, NLP Certification - External Verification\*, Why Weight Practitioner, short coaching courses, and coaching within Clinic and Coaching Skills Development as well as various other attendance opportunities. Students agree to an initial study plan that includes attendance date options. Students are expected to attend online as agreed, and make a commitment to doing so. CNELM organises staffing and course dates based on the number of students booked. If a student fails to attend, or cancels attendance, within one month of the module due date, a cancellation fee of £50 may be charged which is payable at the point of cancellation. As online attendance numbers are limited for coaching, it may not be possible to offer the student an alternate date in the same academic year, consequently this may delay graduation and potentially lead to an additional annual tuition fee and increased module fees.
2. Cancellation charges will not be applied if the student has, in good time, an approved change to their study plan involving a virtual attendance module. The change to a study plan must be approved with either a Programme or Study Plan Manager, or if the module is taken as part of the PNP only, then a PNP Study Plan Manager must approve the change. The approved study plan change **MUST** be agreed at least one month before the Module a student is registered to attend is due to run. For the sake of clarity - one month will be taken to be 30 days prior to the Module running. This affords CNELM an opportunity to re-allocate the place to another student, and the potential to close the course if insufficient students are registered.
3. The cancellation fee may be waived if a student is able to demonstrate an extenuating circumstance that meets our criteria.
4. A fee of £50 may be applied if a student cancels a scheduled clinic supervision appointment role play or consultation with a client at short notice i.e. within 48 hours without evident good reason. CNELM Clinic Supervisors schedule their time to support students. **Also see Section E: Professional Competencies for other potential added charges.**

**Please note that** \*Students must meet External Verifier standards in order to be awarded the NLP Practitioner certificate. Verification is a one-day course that follows completion of 11 coaching days. Due to external assessment and verification requirements places are limited and if no extenuating circumstances are approved, the full cost of the verification day will be charged, at whatever the current cost/rate is applicable. See CPD Table above for the current cost of verification.

#### MODULE DEFERMENT - RETAKE, REVIEW AND REFRESHER:

1. Deferral of a module must be applied for as self-deferral on a module is not permissible. Students may request, via their Programme or Study Plan Managers, to defer a module. As a rule of thumb students can apply to defer a 10-60 credit module within the first four weeks of the module start date. However, students taking the 60 credit Level 7 Research Dissertation part-time over 12 months can apply to defer the module within the first eight weeks of starting the module. Students taking the PNP Supervised Practice module part-time over twelve months may also apply to defer the module within the first eight weeks of the module start date.
2. In this regard, deferral means that a student will restart a module at a new agreed time. Students interrupting studies, or changing their pace of study, may request a module deferral on this basis. Monthly fees can be readjusted if the study end date has been delayed by the deferral. Any fees paid for the module at the point of deferral are non-refundable. Students may incur additional annual tuition fees as a result of module deferral, if their study end date for a given course goes beyond the original date.
3. After the stated four or eight weeks, a student who requests to defer a module may be approved to do so, depending on how far through the module they are at the point of request. In any event, the student would be liable to continue paying for the module, as all modules once started must be paid for in full. The student would not be re-charged to take the module at the newly agreed start time with the proviso that, if the module fee had increased, they may incur the additional cost of the module. A request of this type must be made to the Programme or Study Plan Managers in the first instance. Approval is also conditional on other progression and engagement issues - such as if Graded Assessment/s have been submitted and marked, to what extent the student had got started and engaged in live lectures, tutorial, group work, submission of Formative Assessment etc. Essentially this is a Late Module Deferral Request and is designed for students who never really got started on the Module, whose engagement was low and never progressed in terms of submission of Assessments.
4. If a student makes a Late Module Deferral request and has been engaged and/or submitted for Assessment then consideration should be given to either Extensions or Interruption of Study in preference as the mechanisms to manage. These alternative options can be discussed with the Programme or Study Plan Managers alongside the option to exceptionally Defer the Module.
5. A student cannot Defer a Module once the Module has completed. Module completion date in this instance is taken as the date of the final content delivery session/activity before the Published Deadline of the final Graded Summative Assessment. In this instance if a student does not complete the Module and did not partake in the Assessment/s then the Module will be Failed and can be Repeated at the students own cost, if permitted by the Assessment Board or Panel. The full cost of Repeating the Module would be payable.



### **Please note that**

- Students withdrawing from study must pay in full for any module started. In this instance, having started a module means having registered on the module on the first day of module start in accordance with an agreed study plan; and has given no prior notification to withdraw from the course.
- Review, re-taking and refreshing modules also apply to approved alterations of study plans resulting from approved 'interruptions of study' i.e., study breaks. In these circumstances the student will generally be offered the module at a reduced cost for either **review** or **re-take**, will be charged at a maximum of 50% of the current fee for the module and will be individually priced depending on the length of study break. Additional annual fees may also apply as a result of lengthening study plans.
- Should a student not meet requirements for NLP Practitioner Certification or requirements for professional membership of the Association for Coaching, re-attendance at certification days would invariably be at the full cost of the verification day.

### MARKING IN TIME FOR ACADEMIC BOARDS (degrees) AND VERIFICATION PANELS (clinical courses):

1. All modules contain deadlines for assignment submission. Module Leaders will have organised time in relation to deadlines in order to mark/grade students' work and give feedback. The marking is organised in such a way to enable the students registered on the module to be presented to the Academic Board or Verification Panel for all the module grades to be ratified collectively as a module cohort.
2. The schedule of deadlines and marking is sensitive to the Academic Boards held in April and September/October for degree programmes and dates for the three Verification Panels for clinical programmes each year, usually in January, May and September, when student grades are ratified. If, as a result of late submission (with or without an approved extension), or due to deferment grades for a student not being available, then the work cannot be ratified at the Academic Board and will be ratified at a subsequent Board when the student's work is available and marked as part of historic ratification.
3. If a student has submitted work late, and this has not been marked in time for the Academic Board or Verification Panel, then the work cannot be ratified at the Academic Board or Verification Panel when all other students' work is ratified as part of the module being presented. The student's work will then be ratified at a subsequent Board as part of historic marking. However, if the student submitted work prior to the Board but too late for marking then, depending on the number of years of study, it is likely that additional annual fee charges would be waived. If a student that submitted prior to the Board or Panel had to resubmit their work for any reason, further annual fee cost would be incurred.

**Please note that** on occasions a student may be permitted to submit a Research Project or Research Dissertation late, if the nature of their research involves external collaboration. In this instance, every attempt is made to mark the student's work in time for the forthcoming Awards Board. See point c7 – If a student misses the forthcoming Awards Board and can demonstrate circumstances outside of their control, it is likely an additional annual tuition fee would not be charged. Similarly, if a PNP/NTPD student was unavoidably delayed from reaching Panel due to client cancellations, it is likely that an additional annual fee would not be incurred.

4. Work submitted by the deadline will usually be marked within 3 weeks (15 working days). For larger assignments and dissertations that are double marked, this timeframe is 6 weeks (30 working days). If the timeframe is likely to be delayed, the Module Leader will communicate this to students. However, marking submitted by the deadline will be completed in time for the applicable Academic Board, bearing in mind adequate time for the student to discuss the grade and feedback with an assessor prior to a relevant Academic Board. Students should be aware, especially if coming to the end of their studies/programme, that work submitted late may not be marked in time for the Academic Board and this will therefore delay their Award being conferred until the next Board.
5. Students whose work is not submitted prior to the expected Board or Panel and who had deferred or extended beyond the Board at which they should have completed, and had an award conferred, may be charged an additional fee to maintain access to Learning Resources and to maintain student registration. A full annual tuition fee may be applied for the programme/s of study and will depend on whether it coincides with the renewal period for annual tuition fees.

### PROFESSIONAL COMPETENCIES:

1. Fees for degree programmes in combination with the CNELM PNP/NTPD/NCD/DEC include the assessment of Professional Competencies (PC). Students not gaining a PC at the first attempt are usually automatically given a second attempt to gain the PC. If the PC is not gained on the second attempt, a third attempt will mostly be considered - but is not automatic and dependent on approval by the Senior Academic Team - which may consult the CNELM **Business & Education Ethics Committee (BEEC)**.
2. For clarity, the first and second attempt to gain a PC is included in the course fees. CNELM reserves the right to apply a charge for any third attempt to cover the costs of providing additional support, assessment and feedback as well as administrative costs associated with progression issues that require consultation with the BEEC and/or the formal referral to the BEEC via the Progression Panel for courses leading to clinical and/or coaching practice.
3. If, as part of gaining a PC, a student is required to see additional clients and have this work assessed, a charge will be applied to cover the costs of additional Clinic Supervisor supervision, assessment, feedback and support.
4. Within the CNELM PNP/NTPD, each student undertakes a Dietary Educator Consultation (DEC). The DEC is conducted via a role play. If PC is not gained on the first attempt, a second attempt will generally be conducted automatically. If, after the second attempt, the PC is not gained, a third attempt will need to be approved by the

Senior Academic Team. If a third attempt Role Play is approved, there will likely be a charge of **£80** to cover the additional role play and assessment costs.

5. Students undertaking the Nutrition Coach Diploma (NCD) are also required to see a real client for a DEC in addition to the role-play. Students must have gained the PC related to the DEC role play before seeing a real client. If, in the real client DEC, the PC is not gained by an NCD student, a second attempt will generally be given automatically. If the PC is not gained after the second attempt, a third attempt will need to be approved by the Senior Academic Team. A minimum charge of **£100** will be applied to cover the cost of the additional support, supervision, assessment and feedback.
6. Students who wish to apply for the CNELM Dietary Educator Certificate are also required to see a real client for a DEC in addition to the role play. Students must have gained the PC related to the DEC role play before seeing a real client. The CNELM Dietary Educator Certificate is accredited by the **Federation of Holistic Therapists (FHT)**. Students pay a **£200** application fee to apply for the CNELM DE Certificate and this covers the first and second attempt at gaining the DEC PC related to seeing a real client. The **£200** fee also covers administration involved in the Dietary Educator Certificate including Certificate Production and annual costs of FHT accreditation. If, however, the student requires a third attempt to gain the PC associated with the real client DEC then a further charge of **£150** will be applied to cover the additional support, supervision, assessment and feedback costs. The third attempt, if needed, will need to be approved by the Senior Academic Team, and, if necessary, the BEEC.
7. As part of the PNPD, students will see clients under supervision during the Supervised Personalised Nutrition Consultations and Practice module.
8. Students who do not gain the associated PC for Nutritional Therapy Consultations with clients are given a second attempt to gain the PC. Often the PC is gained on a second attempt via a bespoke PC assignment being set rather than having to ask a client to return. Bespoke PC assignments can include written/oral reflection, role play, written submission on a technical/professional aspect of the process, resubmission of corrected forms etc. If the PC is not gained on the second attempt, a third attempt would need to be approved by the Senior Management Team following consultation with the Senior Academic Team, and potentially the BEEC. In these circumstances, a charge of **£120** will be applied to cover the additional support, assessment and feedback.
9. In rare circumstances, a student may be required to see additional clients as part of Nutritional Therapy training. In these circumstances CNELM will charge the student **£140** to cover the costs associated with the additional administration, clinical supervision, assessment and feedback. This charge is per nutritional therapy consultation and if the requirement is for both a first and return visit, the charge would be **£260**.
10. Such rare circumstances requiring a student to see additional clients include students returning from a prolonged study break, a student who is generally competent but wishes to improve confidence and so requests additional supervised nutritional therapy consultations. A student may be identified as needing additional supervised nutritional therapy due to raised concerns regarding their competence. In all circumstances, it is a decision of the Senior Management Team to approve a student seeing additional clients. The Senior Academic Team will consult, if needed, with the Senior Academic Team, BEEC and will ensure the PNPD/NTPD Progression Panel is updated with regard to any such approval decision.
11. If a student fails to attend a booked role play and does not have a good reason for not cancelling the booking in advance, then a charge of **£50** may be applied. This is especially likely to be applied if the client and/or Clinic Supervisor/DEC Supervisor had attended. No charge would be levied for a student that had a verifiable 'good' reason as to why they were unable to attend at CNELM or virtually. An example of a 'good reason' would be an unavoidable delay on the day outside of the student's control (such as illness, injury or transport issue that can be verified). If the booked appointment does not go ahead due to a student not showing up and not cancelling in advance in the appropriate manner, then the session will need to be rescheduled.
12. A similar logic applies when a student fails to attend a booked consultation with a client. However, the ramifications of not meeting commitments for a real client are much greater. If the original client cannot reschedule and a new client is required then the student will be charged an additional fee of **£120** per consultation for a nutritional therapy client, or **£100** if a real client for a dietary educator consultation. These charges are in addition to the **£50** cancellation charge that may be applied. If the original client is unable to reschedule, the Clinic Supervisor can offer to conduct the consultation.
13. Charges would also be levied on the basis of **£22** per hour for supervision, marking and assessment of coaching clients.
14. Return to Practice (RTP) students may incur additional charges for extra supervision recommended by CNELM in order to meet CNELM and BANT requirements, or requested by the student to gain further support prior to returning to practice. Fees would be agreed with the RTP student at the time.

### RECOGNITION OF PRIOR LEARNING (RPL)

Applicants submitting Portfolios of Evidence for module exemptions to join a programme as an Advanced Learner based on Recognition of Prior Learning (RPL) with Academic Credit Learning for degree programmes and with or without Academic Credit for CNELM modules are charged on a per application basis and will depend on the number of credit exemptions applied for. The Portfolio of Evidence Guidance Document details potential costs involved. This document is available on request and is usually given to applicants that are seeking RPL.

## CERTIFICATES & DIPLOMA SUPPLEMENTS/TRANSCRIPTS:

Names added to Certificates and Transcripts must be legal names. All applicants submit a Passport as part of their application documentation. Passport names are shared with Middlesex University and Qualifi as appropriate as part of registration on a validated MU degree or when a student is registered with Qualifi for the Personalised Nutrition Practice Diploma (PNPD). Students should inform CNELM and provide evidence if their legal name changes prior to qualification so that MU and/or Qualifi can be informed prior to generation of degree and PNPD certificates and prior to CNELM generating a Diploma Supplement/Transcript for the student. CNELM Certificates and Transcripts for other courses will include the student's legal name. A fee of £100 is incurred if a name error on the Certificate and/or Transcript is based on a student error in the provision of information. Otherwise, the Certificate and Transcript will be resent to the graduate at no additional charge.

Graduates will be asked to confirm the address to send Certificates and Transcripts to and will only be posted once this information is supplied. Graduates incur a cost of £50 if the documents are sent by DHL courier which must be paid to CNELM prior to postage.