



7. Payment, Charges & Refunds Policy

PURPOSE:

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

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; and 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:

- All fees once paid are non-refundable*
- All modules once started must be paid for in full unless **one** of the following apply
 - a) if a student withdraws from the course within **four** weeks of a course i.e. degree course, nutritional therapy or nutrition coach course start date.
 - b) if a student defers a module within **four** weeks or within **eight** weeks for postgraduate Research Dissertation module 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) If a student interrupts study for any reason i.e. takes a study break and defers a module within **four** weeks or within **eight** weeks as detailed for point b) above, of the module start date 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.

*The 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 given opportunities to resubmit.

Please note: 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 miss-sold or failed to deliver the terms and conditions of the programme/s a student has enrolled and paid, or part-paid for, Miss-selling, failure-to-deliver 'the product' or the product not being fit-for-purpose are examples of where you could challenge the no-refund policy. It is for you 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: Please 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: 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 study 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.

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 Partnership Contract between NS3UK Ltd and MU, which is accessible to students on Moodle details the obligations of both NS3UK Ltd and MU and includes undertakings in regards to completing a degree programme in the event that NS3UK Ltd and CNELM cease to trade.

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:

- 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**. CNELM encourages applicants and students to make informed decisions.
- No discount is applied to the annual tuition fee component of the relevant course/s fee.

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 PNPD/NTPD
- CNELM Nutrition Coach Diploma (NCD)

For applicants for bursary please refer to our website, prior to making an application <http://cnelm.co.uk/student-finance/cnelm-bursary-support/> for further information.

Students offered Bursary Support must comply with the terms and conditions of the Bursary offer.

Please note: 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 its relevant literature, and will explain options to students at interview; and 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 interview for 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, payment, charges and refund policy, 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.
4. Students enrolled on Bioscience Entry Courses or Bridging Modules 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 courses if combining degree studies with BEC and/or BM modules 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; 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 study plans 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.
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.
9. Tuition fees for applicants entering the BSc Hons Nutritional Science programme as an Advanced Learner or the CNELM 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 on the length of period since last in practice or whether never practiced since qualification.
11. All students must ensure that they comply with their agreed financial plan.
12. Annual tuition fees are due one month prior to the start of relevant course/s; 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:

- 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 payment 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 subject to receipt of annual tuition fees, and enabled continued access to learning resources. 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.

PAYMENT METHODS:

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

Please note: 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 via a Shared Application Folder on the Centre's Central Drive given access to an invoice and payment option details including a Direct Debit form.

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

Flywire - <https://cnelm.co.uk/student-finance/peertransfer/>

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: 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, a sponsor, or via a loan facility.
2. Applicants and students can request a copy of the Centre'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:

- 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 our website for finance options:

<http://cnelm.co.uk/student-finance/>

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, and interrupting their studies may well incur some 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:

- 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 assessment within the normal module timeframes/windows, exams taken at CNELM, 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; plus quality assurance, validation, and accreditation processes.

Please note:

- 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.
- See Annex C - section D for charges related to taking examinations not based at CNELM.
- 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**.

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 PNPD 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-one support is required for a student taking a module out-of-sync.
5. When a student takes an additional module with or top-up 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.

*CPD with or without assessment include, but not limited to the following		
Module Title	Fee With Assessment	Fee Without Assessment
Coaching & Professional Mentorship	£350	N/A as assessment obligatory
Coaching top-up leading to NLP Practitioner Certification (Verification)	£750	£400
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.

Charges (for example, related to exams) will be periodically reviewed and any changes will be notified to students in advance of implementation by either email and/or via the CNELM website. See **Annex C** re: Charges. Please note all examinations are online via CNELM Zoom account until September 2021. BSc students will be given an update by May 2021 if online examinations will continue.

Named Contact Person/s responsible for this Policy

Kate Neil Managing Director and Head of Quality Assurance kate@cnelm.co.uk

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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
- Examination Policy
- 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
- Partnership Agreement
- Student Programme Handbook/s
- CNELM website www.cnelm.co.uk

- [Prospectus](#)

STUDENT PROTECTION PLAN:

The Student Protection Plan will be added here once 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.
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 with other external accrediting 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 science 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.
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 to students who change their study plans at short notice.

ATTENDANCE MODULES AND CLINIC SUPERVISION:

Please note that no onsite attendance opportunities are available at this time and will be reviewed in the spring of 2022. All courses detailed below will be delivered online only and will invariably require the student to attend online as the course or day is delivered i.e. 'virtually attendance'.

1. CNELM offer several online or onsite attendance options for coaching modules and coaching days, NLP Certification - External Verification*, Why Weight Practitioner, short coaching courses, and 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 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 attendance numbers are limited 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. This statement applies to virtual attendance as well as onsite attendance.
2. Cancellation charges will not be applied if the student has approved a change to their study plan involving onsite or virtual attendance modules in good time. The change to a study plan must be approved with either a Programme Manager, or if the module is taken as part of the PNPD only, then the PNPD Programme Leader 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: *Students must meet External Verifier standards in order to be awarded the NLP Practitioner certificate. Verification is a two-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 two days 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. Deferment of a module must be applied for as self-deferral on a module is not permissible. Students may request to defer a module within the first four weeks of starting a module without incurring additional costs or minimal costs if the module fee has increased at the point the student takes the module at a newly agreed time; and in the case of Level 7 Research Dissertation module completed part-time over twelve months a student can apply to defer the module within eight weeks of the start date. 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.
2. 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.

3. Deferral also applies to requests for Extensions to submit summative assessments after the published submission date. When a student has progressed on a module to the point that they have been registered on the module and had access to a significant amount of the module content and participated in the module to a significant extent then the student cannot apply to defer the module on the basis of point 1 above. In this instance a student would apply for an Extension to submit their summative assessment/s at a time later than the published submission date.
- If a student has extended assignments deadlines for a module, and then requests to extend further, consideration will be given when the extensions have run for a period in excess of twelve months as to whether the student should **a.** either review the module materials again and be given access to the latest online lecture materials, or **b.** to **defer** the module and/or **retake** the Module. If a student is **required to retake** a module due to having **failed the first time** then the second attempt will be **charged at the full module fee** to retake. Retaking the module following a failed second attempt is at the discretion of the Progression Committee for MU Qualifications - or the Verification Progression Panel if related to the PNP, NCD or DEC. If the student is registered only with CNELM then this will be at the discretion of the Senior Management Team following consultation with the Senior Academic Team. Cancellation charges or charges for module retakes will be applied and invoiced. £50 cancellation fees as relevant to the cancellation will be collected at the point of cancellation. Larger fees related to module retakes or cancellation of the two-day NLP Practitioner Certification days or similar short coaching courses will be added to the student's remaining monthly payments, or can be paid for in full at the time.

Please note:

- 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** and 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 accreditation days.

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

1. All modules contain deadlines for assignment submission, and where applicable exam dates. Module Leaders will have organised time in relation to deadlines and exam dates 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 and the variable dates for Verification Panels usually in March, June, September and December each year 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 it is likely that no additional charges would apply.

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 then this timeframe is 6 weeks (30 working days). If the timeframe is likely to be delayed then 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. If a student is expecting to complete in time for a particular Academic Board or Verification Panel and has submitted work late that is consequently not marked - then so long as the work is submitted before the named Academic Board or Verification Panel, they will not usually be charged additional fees to maintain access to resources. However, a fee will be payable if the assignment, when marked failed, or required further competency assessment which necessitated the student to maintain registrations, re-submit and therefore have access to learning resources re-activated.
Please note: On occasion 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.
6. Students whose work is not submitted prior to the expected Board or Panel and 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.

EXAMINATIONS:

Please note that all examinations are conducted online for all BSc students via CNELM'S Zoom account until further notice. Arrangements to take examinations at Alternate Centres or under Private Invigilation may be reinstated by September 2020.

1. Formal examinations are currently a part of the undergraduate BSc (Hons) Nutritional Science programme; CNELM Dietary Educator Certificate and Nutrition Coach Diploma. There are two exams set at level 4 and 5 for the degree programmes and one at level 6. For students who sit an exam at CNELM on the advertised and scheduled exam date, the arrangement and invigilation is included in tuition fees and no additional charges are applied - if the student has an approved extension and it was agreed they could sit their exam on a date when an **exam was not scheduled** then there is a charge of **£80**. Re-sits as a result of first attempt failure or extension approved taken at CNELM on a **scheduled exam date** do not incur a charge.
2. Students can apply to take their exams at alternate centres, and as a **last resort** under private invigilation. An application fee of **£100** for an alternate centre and **£125** for private invigilation is levied that must be paid in advance to apply to take the exam under an alternate arrangement. Late applications are charged at **£200**.
3. For each exam taken at an Alternate Centre or under Private Invigilation then there is a separate **arrangement fee**. At **some** pre-approved centres there is either no arrangement fee or a reduced arrangement fee.
4. Students applying to take exams at Alternate Centres should be aware that we have two types of approved centres: **Pre-Approved** centres such as the British Council, and **Alternate Centres** – which are individually approved - such as a local school, college, church or university.
5. As a **last resort** students can apply for a private invigilation arrangement. Application and Arrangement Fees apply.
6. Applicants have access to this Payment, Charges and Refund policy.
7. All charges related to application and arrangement fees must be paid in advance.

8. Please refer to the full Exam Policy for further details and the process of application.
9. Please refer to the exam schedule of charges below.

Schedule of Exam Charges at:			
CNELM	PRE-APPROVED CENTRES	APPROVED CENTRES	PRIVATE INVIGILATION
NO CHARGE FOR EXAMS TAKEN ON SCHEDULED EXAM DATES INCLUDING EXAM RESITS	£100 APPLICATION FEE TO APPROVE THE ARRANGEMENT IF APPLICATION MADE 6 WEEKS IN ADVANCE OF EXAM DATE £200 APPLICATION FEE IF A LATE APPLICATION	£100 APPLICATION FEE TO APPROVE THE ARRANGEMENT IF APPLICATION MADE 6 WEEKS IN ADVANCE OF EXAM DATE £200 APPLICATION FEE IF A LATE APPLICATION	£125 APPLICATION FEE TO APPROVE THE ARRANGEMENT IF APPLICATION MADE 6 WEEKS IN ADVANCE OF EXAM DATE £200 APPLICATION FEE IF A LATE APPLICATION
£80 CHARGE FOR TAKING EXAMS AT CNELM OUTSIDE OF A SCHEDULED EXAM DATE - THIS MAY APPLY IF ONLY ONE STUDENT EXTENDED OR HAD TO RE-SIT	£40 at British Council £25 at British Council for a resit	£75 EXAM ARRANGEMENT FEE FOR EACH INDIVIDUAL EXAM TAKEN UNDER THIS APPROVED ARRANGEMENT. £50 FOR EXAM RESIT UNDER SAME ARRANGEMENT	£75 EXAM ARRANGEMENT FEE FOR EACH INDIVIDUAL EXAM TAKEN UNDER THIS APPROVED ARRANGEMENT. £50 FOR EXAM RESIT UNDER SAME ARRANGEMENT
	THE PRE-APPROVED CENTRE MAY MAKE THEIR OWN CHARGE - STUDENT RESPONSIBLE FOR PAYING SUCH CHARGES DIRECTLY	THE APPROVED CENTRE MAY MAKE THEIR OWN CHARGE - STUDENT RESPONSIBLE FOR PAYING SUCH CHARGES DIRECTLY	THE PRIVATE INVIGILATOR MAY MAKE THEIR OWN CHARGE - STUDENT RESPONSIBLE FOR PAYING SUCH CHARGES DIRECTLY
Please note that all exams are online via CNELM Zoom until at least term 3 2021. Students will be notified of any update at the end of term 2 or sooner.			

PROFESSIONAL COMPETENCIES:

1. Fees for degree programmes in combination with the CNELM PNP/NT/NC/DD 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 r 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/NT/NC/DD 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 **£75** 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 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 **£150** fee also covers administration involved in the Dietary Educator Certificate including Certificate Production, annual costs of FHT accreditation, CRB/DBS clearance etc. If however the student requires a third attempt to gain the PC associated with the real client DEC then a further charge of **£100** 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 **£100** 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 **£120** 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 then the charge would be **£240**.
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 did 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 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 as a result of the booked appointment not going 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 real 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 clinical training client, or **£100** if a real client for a DE client. 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 £20 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 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. As a rule of thumb a minimum charge of **£250** is incurred to initiate the process and a rate of **£85** for each 10 credits applied for exemption. CNELM reserves the right to charge students on the basis of **£20** per hour to manage complex and time consuming queries or support that should in principle be managed by the student.

CERTIFICATES & TRANSCRIPTS:

1. Degree awards are conferred by MU. Degree certificates and transcripts are included within the overall tuition fees. CNELM will provide students with the opportunity to confirm names they wish to appear on their transcript and their date of birth via a Google form prior to a pending Awards Board. Legal names must be provided. **Please note:** If a replacement degree certificate and/or transcript is requested based on an error made by the student this will incur a charge of £100. If the error is by CNELM or MU students will not incur a charge. If a student loses a degree certificate or transcript they must apply direct to MU and pay MU direct any required cost. <https://www.mdx.ac.uk/about-us/alumni/certificates-and-transcripts>
2. Certificates for CNELM internal awards are included in the fee detailed above. **Please note:** If a replacement CNELM certificate and/or transcript is requested this will incur a charge of £60. CNELM will provide students with the opportunity to confirm names they wish to appear on their transcript and their date of birth usually via a Google form prior to a pending Verification Panel. Legal names must be provided.

Please note: CNELM will not post out certificates and transcripts to students that have not confirmed an address they wish the documents to be sent to. Students will be asked as part of the Google Form to provide address details and email address they wish us to use. Graduates incur a postage cost if certificates and transcripts are sent by courier.

ROOM HIRE:

Staff and students can request details and charges to hire space at CNELM. Email info@cnelm.co.uk