

CANCELLATION POLICY & PROCEDURE

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Registration is a process by which learners become officially enrolled in classes for a given term. The process involves consultation between the learner and the learner's academic adviser. All learners are assigned an academic adviser based on their major/curriculum. A new adviser assignment is made when a learner changes majors/curricula.

Learners who attend classes must complete registration and pay their assessed fees. Registration is not complete until all fees are paid.

NAVIGATE COMPLIANCE (PTY) LTD policy allows for cancellation, the policy protects both academy and the learner alike. The cancellation policy applies to special circumstances and is by mutual agreement only. Learners may cancel and review any penalties.

- Registration fees are always refunded if the learner did not get the right programme within the academy.
- The registration fee becomes non-refundable if the learner chooses not to enrol on the programme he/she intended to register for and signed for in the registration form.
- If there is a complaint, notice must be given to the CEO within 24 hours.
- The CEO will mediate when necessary, and has the final say in all disputes.

OTHER FORMS OF CANCELLATIONS:

A cancellation fee for all cancellations will be charged.

- Your account must be paid up to date in order to cancel your studies.
- A cancellation form must be completed in order for us to process your cancellation.



- The cancellation form must be received by the 7th of the month. If the form is not received by this date, you are liable to pay up to the end of the month in which you requested the cancellation.
- Refunds will only be paid 30 days after the academy has approved your refund and the payments are done on the 25th of every month. If the cancellation is processed after this date, the refund will be paid out during the next month's payment run.
- The cancellation review process will take approximately 7 working days.
- Please note that it is the academy's policy to refund the party that paid.
- The academy will not process refunds to anybody except the party who originally paid.
- Please note that you will not be refunded your Registration Fee if you have attended classes.
- Please note that you will not be refunded your monthly fees for the months up to the point that you cancelled.

What is "Registration Cancellation"? (By the academy)

Registration Cancellation means that the learner will be dropped from all classes registered for the indicated term including any room assignments by the academy if:

- The learner doesn't attend classes
- The learner has alcohol or drug abuse problem
- The learner does not pay school fees

Why is the academy implementing the Registration Cancellation process?

The practice will enable the Academy to minimize costs by reducing uncollectible debt and associated administrative expenses. It also benefits the general learner population by making more seats available to paying learners and keeps learners from having their credit ratings negatively impacted by lack of tuition and fee payments.

When will Registration Cancellation occur?

This process may occur after the published payment due dates for each term. Fees are due 10 days prior to the start of the term.

Who is subject to registration cancellation?



A learner who has not paid their learner account balance for the upcoming or prior term.

How can I avoid registration cancellation?

Pay your learner account on or before the payment due date for each term. Payment is defined as the date the Academy receives payment and is applied to your account.