

Financial Policies and Procedures related to Tuition Fees and Protecting Learners' Rights

General purpose

This document aims to clarify and detail the obligations of Khwarizmi Training Solutions regarding financial matters related to application & tuition fees and organizing financial payments, It also clarifies the responsibilities of KTS towards the compensation granted to the learners in some special cases. This document also details the procedures. The financial procedures to be followed in the event of interruption, cessation or withdrawal of the learner from the national qualification's programs.

framework and application limits

KTS financial policies and procedures relating to tuition benefits and protecting the rights of learners include all internal stakeholders and external parties concerned with the payments and financial entitlements of the learner upon his registration in one of the professional qualifications programs offered by KTS, which addresses the learner or his representative in the completion of financial transactions in the first place.

These policies also include financial management and accounts personnel from one party KTS, as well as all administrators of the National Qualifications Department at KTS, who are responsible for reviewing and managing financial Payments for learners.

Policies and procedures

1. Application Fees 500 AED & 3000 AED as the first payment excluding VAT
2. Registration fees are paid after the learner is accepted, and these fees are non-refundable.
3. The learner is obligated to pay the financial dues as payments at the beginning of each month.
4. The monthly payment shall not be less than 1500 AED.
5. The financial payment must be made within the first five days of the beginning of each month.

6. In the event of non-payment, the learner will be prevented from attending, and he must not count the course and not accept the evidence from the learner. In the event of distance learning, it will be suspended. The learner's account for the distance education program, as well as stopping the performance evaluator's follow-up of the evidence accomplished by the learner.
7. The student has the right to reduce or postpone the monthly payment by submitting a request to the Department of National Qualifications.
8. In the event that the learner stops studying with an official request submitted to the Department of National Qualifications, the monthly payments will be suspended.
9. KTS reserves the right not to submit the file for EV in the event that the learner does not pay the tuition fees in full.

Protecting the financial rights of learners

- KTS Department is obligated to cover the financial compensation (due only) to the learners registered with it in the event that it is decided to stop activities and cancel license.
- Such compensation is either in the form of sums of money disbursed to the learner for incomplete materials, or it may be agreed to transfer the learners to an accredited training centre. Another, provided that KTS takes over the settlement of financial matters with the centre to which the learners will be transferred

Financial policies and procedures for discontinuation and cessation of study

1. The student is considered to have dropped out of the study if he fails to attend the lectures for a period of one or three months. Accordingly, the student's registration request is canceled as well. Expenses and fees, and all evidence submitted by him shall be suspended and reconsidered if the student re-registers
2. In the event that the student wants to stop Program for a certain time, he must submit an official request to the general supervisor of the National Qualifications Department in KTS
3. The Department of National Qualifications in KTS approves the suspension request based on the case

4. In the event that the request to stop is approved, the student's entitlement to financial payments will be frozen until he returns to study again financial policies and procedures for refunding tuition fees in the event that the student decides to cancel registration in any diploma or professional program, again

Fees refund policies apply:

1. The fee for opening the file is non-refundable, which is estimated at 3500 dirhams.
2. 25% of the fees will be deducted if the registration is cancelled before attending the Professional Diploma Program
3. 50% of the fees will be deducted in the event of cancellation of registration after attending a lecture in the Professional Diploma Program.
4. Fees are not refundable after attending two or more lectures from the Professional Diploma Program.
5. Paid financial fees are not transferable.
6. The discount rate will be applied to the total fees and not to the first payment only.
7. No amount will be refunded after receiving any official letter from KTS
8. The fee refund request is accepted within the first week from the date of registration only