



# Terms & Conditions

## Refunds

Students can claim a full refund until 31<sup>st</sup> of July 2021. After the 31<sup>st</sup> of July, students will have to pay full fees even if they are not attending the course.

## Discounts

Students may be entitled to discounts, depending on the payment method they opt for. Specifically,

- a. 20% Discount is allowed when fees are fully paid in advance before **12/7/2021**
- b. 15% Discount is allowed when fees are fully paid in advance before **31/7/2021**
- c. 10% Discount applies if paid in three instalments as follows:
  - Initial instalment on enrolment date
  - First payment before **10/9/2021**
  - Second payment before **10/11/2021**

## Waivers

Waivers may be allowed to students under special circumstances such as:

- Serious financial constraints
- Exceptional ACCA exam performance such as price winning students

In all cases, students will be requested to provide sufficient evidence to support their eligibility.

## Course Transfers

Students may be allowed to transfer to another course than the one originally registered for provided that the institute is notified and approves such a change. Students will need to notify the Administration Desk, Mr.Marios Christou, of their intention and will be charge additionally a pro-rata fee after 31<sup>st</sup> of July 2021. The deadline to engage in such course transfer is 1st of August 2021.

## **Deferments**

Students may choose to defer the course to a later start date (ie. The following semester) provided that the institute is notified and approves such a change. Students will need to notify the Administration Desk, Mr. Marios Christou, of their intention and will be charge additionally a pro-rata fee after 31st of July 2021. The deadline to engage in such course deferment is 1st of August 2021.

## **Visa Applications**

Our institute does not provide help with visa applications. Students will have full responsibility to comply with any visa requirements prior to the commencement of classes.

## **ACCA STUDENTS COMPLAINTS POLICY AND PROCEDURE**

### **Basic Principles**

Students who have a complaint for any reason either material or not should carry out the following procedure to resolve the problem:

1. Fill in student's complaint form specifying clearly what the problem is. Please give your personal details so the institution should contact you straight away. Complaints forms are available at student services desk and at the Institute's website [ps.ac.cy](http://ps.ac.cy) or otherwise you can contact any of the tutors directly.
2. You can place your complaint form in the students' complaint box located at the student services reception desk (1st floor).
3. All new complaints forms are reviewed once a week and all existing ones are reviewed on a regular basis.
4. All complaints forms are entered into a complaint database in student services including details such as complaint description, timescale, outcome and any remedial action taken. The nature and pattern of complaints should be closely monitored as part of the Annual Review.
5. There are four complaint categories:
  1. Complaint I: Recommendations & Suggestions
  2. Complaint II: Formal meeting with tutor and student

3. Complaint III: Formal meeting with head of the school and student
4. Complaint IV: Direct contact with ACCA
6. On Complaint I Category, student will receive an informal confirmation either in writing or orally that his suggestion has been examined and will be handled in due time.
7. On Complaint II Category, student should have a meeting with a student services officer. They will discuss the problem directly and they will try to find a solution immediately. Otherwise the student will receive a written confirmation of the outcome of his complaint, outlining the reasons for the decision.
8. On Complaint III Category, student should have a formal meeting with the head of the school (Mr. Pantelis Stylianides).
9. On Complaint IV Category, student should appeal to ACCA for further investigation. In this case the Institution is required to report to ACCA as well as regarding the complaint and how it was dealt with through the institution's complaints procedures.
10. All complaints are upheld with the strictest confidentiality.
11. If you have exhausted both your learning provider complaint's process and ACCA's you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link:  
: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

## DATA PROTECTION

Customers agree that in relation to information held from time to time, PS institute of accountancy may:

- Use the information to perform their obligations and enforce rights under this Agreement.
- Use the information to inform customers about courses, products or services which may be of interest to them.
- With this consent it is agreed to the use and sharing of my personal information as deemed necessary for communication with employers (when sponsored) and the relevant professional examination body/ies (where relevant).
- We share your personal data such as name, surname, email address, with carefully selected third parties such as the relevant Institute examination bodies ACCA for exam results, where applicable.