

Policy and Procedures for Student Admissions, and Finances

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1. Policy and Procedures relating to Student Admissions and Enrolment

1. Student Admissions and Enrolment

European Institute of Applied Science and Management (EIASM) o.p.s. follows a strict Admission Policy. Each student accepts the terms and conditions of the Policy at the time of admission at EIASM o.p.s.

Throughout the document there are mentioned various forms of enrolment. Enrolment at the institution (enrolment to a professional course or enrolment to a professional degree) is a date when applicant becomes a student (when student signs the contract and pays partly or fully the tuition fee or signs the application form and pays fully the tuition fee). Such a date may be any date before the fulltime or part-time study programme begins, or later if the programme allows late (or conditional) enrolment of students. Students may enroll to online degrees or online courses at same conditions while recognition of some previously studied courses or degrees may affect individual study program (for example after recognition of Advanced courses learning hours). Thus, it is possible to study first advanced courses EIASM offers and then become a student at the time student writes his or her final thesis. The study start date would then count as the first advanced course study. Total study period in such a case must still fit into the maximum period study length rules.

1.1 Terms and Conditions

1. EIASM o.p.s. only accepts students who are at least 18 years old or officially by the court proclaimed as an adult with all responsibilities prior to the commencement of their programme. Any student who does not meet this requirement should not be accepted. There are no exceptions.

2. The Institution requires students to attend all lectures and classes and to submit written work and attend all tests and examinations.
3. EIASM o.p.s. WILL ONLY assign Certificates of Sponsorship to those students who, to the best of our knowledge, meet the requirements of the Immigration Department as specified in the immigration rules
4. Applicants from overseas are reminded that they must comply with the Immigration department policies, particularly, in respect of attendance (if study programme requires it), notification of change of contact details/personal circumstances, and satisfactory progress at the Institution during their period of study in order to keep their student status. Students must give good reasons along with supporting evidence for absence and will be accepted only if the Institution finds it genuine and acceptable. Any unauthorised absences (if applicable) or loss of the student status will be immediately reported to the Immigration department.
5. The Institution will keep all students' passport pages, showing all personal details (including biometric details) and leave stamps or immigration status documents – including evidence of their entitlement to study in the country and the period that they have permission to stay. The Institution will update these records as necessary. It is the students' responsibility to ensure that they will notify the Institution immediately if there is any change in their contact details e.g. address, telephone number, mobile telephone number, or any other change in their personal circumstances. The student can notify any changes by completing the Change of Details Form manually or by using the self-service system in the Student Management Systems (SMS).
6. International Students' must provide the details of their next of kin at the time of application and notify the Institution immediately should there is any change pertaining to their next of kin.
7. The Institution will report to the Immigration Department if any student fails to enrol on their course within the enrolment period.
8. The Institution will report to the Immigration Department if any student discontinues their studies which include any deferrals of study.
9. The Institution will also report to the Immigration Department if there is any significant changes in students' circumstances e.g., if the length of a course of study shortens.
10. If EIASM o.p.s.'s authority has any information which suggests that the students' are breaching the conditions of their leave, the immigration department will be notified immediately.
11. Students' at EIASM o.p.s. will only be allowed to re-sit examinations or repeat any part of their course up to two times per individual examination or module.

12. All courses at EIASM o.p.s. will lead to a professional qualification unless clearly stated otherwise. There is no minimum limit of study programme length. The periods presented online are typical, average, or maximum extensible length of study.
13. EIASM o.p.s. will assess whether the prospective students' will meet the financial (maintenance) requirements of local immigration requirements
14. If it is discovered by the authority of the Institution that a student has supplied false information or documents to support his/her application to get admitted into the institution, his/her admission will be terminated from the Institution and the Immigration Department will be notified immediately.
15. Enrolment for a course, together with the payment of the required deposit, creates a binding agreement to follow the course and to pay the full fee. All fees must be settled prior to the commencement of the course. If instalments option is chosen, the fees must be settled as per the agreed instalments.
16. Students' attention is drawn to the English Language skills requirement, satisfaction of which is a fundamental condition to the admission to the Institution.
17. In the event of cancellation, for whatever reason, the following conditions will apply:
 - i) Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Admissions.
 - ii) For cancellations which are received before two weeks of the course commencement date, a non-refundable application/registration fee will be deducted and any balance held will be refunded.
18. Where cancellations are received after 14 days of the course commencement date, for whatever reason, no refund will be given. In the event that the cancellation is received within two weeks of the course commencement date, the refund will be at the discretion of the Institution.
19. Overseas students should note that where a statement has been sent to the local immigration departments to support a student visa application, the Institution must notify the local immigration departments of any cancellation.
20. For students who are not successful in obtaining a visa a refund will be granted after a deduction of the non-refundable registration/application fee that was paid by the student, on the receipt of completed Refund Request Form along with the required documents. Any such request must be made within three months from the date of the refusal.
21. All the students have to pay the application, registration and examination fees for the awarding body depending upon the agreed terms and conditions at the time of admission. If any student fails to pay the examination fee in time, he or she will not be allowed to undergo the final examination.

22. The tuition fees should not be paid to anyone else but to the Institution or when using online payment methods can be made through “sister” Czech Republic registered companies of CBU Research Institute, or ISE Research Institute. This must be approved by Institution representatives and payment must be expected by the Institution. Students are reminded not to deposit tuition fees with any third parties or send money to the Institution by post. Some of the Institutions’ approved overseas representatives will accept bank drafts, made payable to the Institution only. As in some countries this may be unnecessarily costly or technically problematic for a student and payment to a local representative is still a preferable option by the student, it is possible. The student needs to be aware in such a case that the Institution advises the students to email or inform the Institution whenever they make payments to the overseas agents/consultants to ask EIASM whether the representative is allowed to take payments in any form. Also, the responsibility of payment by the student to the EIASM transfers to the representative at the moment the contract is signed between the student and the EIASM director. That way the EIASM confirms the responsibility for paying student’s tuition moved onto the EIASM representative and is subject to their business relationship terms. The payments terms including due dates thus may and will differ from the period of the study contract. The signed study contract is thus the ultimate document confirming the student has been accepted for studies. If the students have any doubts, they should contact the Institution over email or phone.
23. An offer of a course place is for a specific intake. Any fees paid will be carried forward to the next available intake only if the reason for seeking such a transfer is that the student was unable to register in time for the expected intake because delays were experienced in securing a visa or any other legitimate grounds which can be supported by documents. Course deferment may be granted subject to the rules and regulations of the Immigration department concerning international students. The same rule applies in case of whole study programmes that do not enroll students to individual courses.
24. Programme details are correct at the time of going to press but are subject to alteration.
25. Where students change their course of study during the term, no refund will be given for the revised course if it involves fewer subjects. Additional fees will be payable for the revised course if it involves an increased number of subjects to that for which original enrolment was accepted.
26. The Institution reserves the right to cancel a course with four weeks notice prior to the commencement date for the course whereupon any fee paid will be refunded in full.
27. The Institution reserves the right to withdraw a subject up to four weeks after the published commencement date where it considers that it is not viable, whereupon an alternative subject will be offered on a pro-rata refund of the course fee given.
28. Students will be allowed to enroll on a course of study as late-entrants within two weeks of the commencement of the course in the exceptional circumstances with supporting evidence (subject to immigration department regulations). After two weeks of the commencement of the course, no student will be allowed to join as late-entrant in any blended form of study.

29. For courses leading to qualifications awarded by External Awarding Bodies, students must satisfy and be agreed to be bound by the Regulations of the respective Awarding Body prior to enrolment, and any subsequent amendments made thereto from time to time.
30. Students wishing to gain exemptions should liaise with the respective course providers. Students are not entitled to a refund of fees pertinent to the part of the programme they have been exempted for.
31. Students must be prepared to supply original copies of the qualifications listed in the Application Form (Educational and Other Relevant Qualifications). A student's application may be invalidated if he/she cannot supply original copies.
32. Copies of the Education Certificates must be certified by EIASM o.p.s.
33. The Institution may contact the overseas Awarding Bodies in cases of doubts as to the authenticity of overseas certificates.
34. The Institution reserves the right to require a student to leave a course at any stage if the student does not fulfil the above requirements, if a student's continual presence would, in the opinion of the Institution, be detrimental to the well-being of staff, other students or the Institution generally or if a student does not meet his or her financial obligations. Any fee refunded to an excluded student is wholly at the discretion of the Institution.
35. The Institution wholeheartedly embraces the concept of Equal Opportunity, and makes every effort to promote it in and out of its premises. The applications of students from diverse backgrounds are treated equally and fairly. It is imperative that applicants disclose any special needs clearly in their application so that the Admissions Office can examine how far the Institution is physically able to provide the necessary support.
36. The contractual relationship between a student and the Institution shall be governed by and construed in accordance with the EIASM o.p.s. Policy and laws of the Czech Republic.

1.2 Admission and Enrolment Process

1. All prospective students wishing to study at EIASM o.p.s. may either complete and submit the Institution Application Form or Contract Form which can be done via email, fax, and post or in person.
2. Where the application is submitted through the Agent, the Agent will make an initial assessment of the students' ability to study at EIASM o.p.s. In making the initial assessment, the Agent will have particular regard to the following factors i.e. Previous Qualifications/Experience, Course Entry Requirements, English Language Proficiency, Visa Status, and Financial Ability (maintenance) to study. After the initial assessment, the documents will be finally assessed by the Institution and decision will be taken as to whether or not to accept the student at EIASM o.p.s.

3. Where the application will be submitted directly to the Institution, the Institution will make the assessment by considering the students' Previous Qualifications/Experience, Course Entry Requirements, English Language Proficiency, Visa Status, and Financial Ability (maintenance) to study in the country
4. The initial decision regarding the admission will be taken by the Admissions Officer, while the final decision must be taken and confirmed by the Academic Head or Chief Executive.
5. On acceptance of the application, based on the information provided by the student in the completed Application or Contract Form and copies of the documents enclosed, the Institution will send a Conditional Offer Letter which will state that the Institution is willing to offer the student a place on the course subject to the payment of the tuition fee in full or in instalments, and/or after receiving all the required documents, the conditions of which will be stated in the Letter.
6. All successful overseas applicants to any of the EIASM o.p.s. programmes are required to pay a minimum deposit plus non-refundable application/registration fee to accept their place.
7. Upon receiving the deposit and/or the required documents, the Institution will send the prospective student a Confirmation of Acceptance Letter and other relevant documents which he/she can present to the authorities concerned, e.g. Immigration departments, local authorities in the student's country of origin.
8. When students arrive at EIASM o.p.s. they will be welcomed to the campus by Study department officer. When students first arrive at the Institution they must handle important and relevant documents, register for classes, settling any outstanding fees, collecting books (if applicable), and timetables. It is also an opportunity for the students to meet administrative staff, and collect any letters/documents, and receive guidance on opening a bank account, apply for student discount card, and much more.
9. Upon arrival at the Institution, the students will have to provide the original copies of the qualifications listed in the Application, or Contract Form and/or other required documents (e.g. Awarding Body Registration confirmation).
10. The Institution will ensure that prior to the Induction Day, fee arrangements are in place and Student ID card and other relevant documents are ready for Students' collection. This is subject to the type of study program as for online programs e.g. local student ID and other documents may not be relevant.
11. Each student will be given a copy of the Student Handbook. Online students may download it from the E-learning platform.

Documents to be presented at enrolment by the students

Students must submit documents and information as required by the application form:

- Scan of ID card or passport to verify the identity
- Evidence of qualifications (if in a language other than English, Czech, or Russian, please provide English translations certified by a relevant authority)
- Evidence of work experience
- Application form filled out with other information (personal contact details, etc.)

Documents to be presented by the Institution

The necessary information is usually provided through a presentation done by a study department on the welcoming day to the study programme. Critical information is included also in the student handbook.

- Welcome Pack
- Who is who
- Student Handbook (available in the student system or on the website)
- Class Time-table
- Change of Contact Details Form to be submitted (if needed) to study programme guarantor or to study department at study@eiasm.cz

2. Policy and Procedures for the handling of Deposits, Fee payments and Refunds

Introduction

It is important that students pay their fees and any required deposits at the right time to avoid any problems with starting the studies. Students are encouraged to read the following carefully and of course, get in touch with the Institution if there is anything they need to clarify. In case the student paid tuition or other fees through the representative, then if applicable, following conditions are overruled by 1.1. “22. The tuition fees should not...”

2.1. Deposits

1. All successful overseas applicants to any of EIASM’s programmes are required to pay a minimum deposit plus non-refundable application/registration fee to accept their place.
2. Upon receiving the deposit and/or the required documents, the Institution will send a Confirmation of Acceptance Letter and other relevant documents which are necessary for the visa application of the overseas students.
3. Students can pay the deposit by cash, cheque, bank transfer or bank draft.

If a student pays directly to EIASM’s bank account, the surname of the student and number of the invoice should be mentioned as reference which will appear in the bank statement.

Deposits paid in person: If the students are already in the Czech Republic or if someone else pays the deposit on student’s behalf, the deposits may also be paid by cash or cheque to our Accounts Officer on campus but students are encouraged not to send cash in the post and be very careful if carrying large amounts of cash with them. When we receive deposits, the details of amount paid will be confirmed on the visa letter.

Deposits to third parties: See paragraph above 1.1. “22. The tuition fees should not...”

Fees: Students may pay their tuition fees in a single payment at the time of enrolment or by instalments.

Single Payment: Single payment should usually be made before the course start date.

Payment by Instalments: All fees must be settled prior to the commencement of the course. If instalments option is chosen, the fees must be paid as per the agreed instalments. No supplementary charge will be added to the tuition fees.

The following conditions will apply to those paying by instalments

- Students who choose to pay by instalment(s) must continue to do so until the full balance of the course fee is paid in full.
- A facility to pay by instalments may be withdrawn or charged an interest from individuals who fail to meet instalment deadlines promptly or their cheques are dishonored.
- Changes to agreed instalment schemes are subject to a fixed fee of 100 EUR.

Refunds

1. The Institution assumes that all prospective students will have thought long about taking up a course and therefore applying for admission.
2. However, the Institution understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, the institution's policy on refund of fees upon withdrawal is as follows: In the event of cancellation, for whatever reason, the following will apply:
 - i) Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Admissions.
 - ii) For cancellations which are received before two weeks of the course commencement date, a non-refundable application/registration fee will be deducted and any balance held will be refunded.
 - iii) Student bears all the costs of bank transfers if the cancellation originated with (has been caused by) the student.
3. Where cancellations are received after two weeks of the course commencement date, for whatever reason, no refund will be given. In the event that the cancellation is received within two weeks of the course commencement date, the refund will be at the discretion of the Institution.
4. Overseas students should note that where a statement has been sent to the Immigration Departments to support a student visa application, the Institution must notify the Immigration Departments of any cancellation.
5. For students who are not successful in obtaining a visa a refund will be granted after a deduction of the non-refundable application/registration fee, on the receipt of a completed Refund Request Form and a copy of the official visa refusal letter issued by the relevant immigration Consulate.
6. No refund is permitted or shall be made if a student enters the Czech Republic on a student visa obtained on the basis of the Institution's letters of acceptance.

7. A full refund of tuition fees including the application (registration) fee will be made if the Institution is unable to offer an advertised course.
8. Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining an Institution Offer Letter, such a prospective student will not have his or her fees refunded by the Institution.
9. International students who fail to obtain a visa must apply for a refund within three months of their visa refusal.
10. Although the Institution will always endeavor to respond to refund requests with a sense of urgency, under normal circumstances it takes up to six weeks to process a refund.

The process will start from the day the Refund Application Form along with other required documents are submitted to the Institution.

11. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:
 - i) Advise the Head of Study department in writing of withdrawal from the course before the start date of the course.
 - ii) Complete and return the Refund Application form along with Student Card and other Institution property, including all original documentation issued by the Institution.
 - iii) International students or their sponsors must return all original documents issued by the Institution (acceptance / enrolment letter, receipts etc) which were issued by the Institution and proof of rejection of student visa (a letter issued by the Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport.

No refund will be given to a student under the following circumstances:

- a) Cancellation due to change in personal circumstances, including a family bereavement.
- b) If the student is asked to leave the Czech Republic by the Czech Republic Authorities, or if they leave the Czech Republic during the programme period without permission from the Institution and are subsequently refused re-entry.
- c) If a student is terminated from the Institution due to non-attendance/poor attendance (if applicable to the studies programme) or unsatisfactory progress.
- d) If a visa is refused as a consequence of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student (if applicable to the studies programme).
- e) If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.
- f) If there is a pandemic or other higher power forcing the Institution to close fulltime classes while the Institution is able to provide online only classes instead.
- g) If the student acts against the good name of the institution for reasons that are not based on the legal grounds.

Review of the Policy: The Institution may at its discretion, review and alter its Policy and Procedures for handling of Deposits, Fee payments and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.

Application Form for Refund of Fee Payment

To request a refund this application form should be completed in BLOCK CAPITALS and should be signed and completed by the student. Incomplete application form will be rejected, and you will have to complete a new form to claim for refund.

1. Student's Personal Details	
Full Name:	
EIASM Student Ref No.:	Agent Code <i>(if applicable)</i> :
D.O.B:	Passport No:
Contact No:	E-mail:

2. Payment Details	
Amount Paid (£):	Mode of Payment:
Payment Date:	Paid By:
Payee's Relationship <i>(if not the student)</i> :	
Reason for Refund (please specify):	

3. Course Details	
Name of the Course:	
Level of the Course:	Intake/Session:

4. Required Documents Check List <i>(Tick the relevant documents you attached along with this Application)</i>	
Photocopy of the relevant page of the Passport	<input type="checkbox"/>
Refusal Letter Czech Republic Consulate	<input type="checkbox"/>
Original Offer/Acceptance Letter from College	<input type="checkbox"/>
Authorisation Letter from the student for collecting refund on behalf of the student	<input type="checkbox"/>
Any other documents <i>(please specify)</i> :	

5. Declaration
I confirm that to the best of my knowledge and belief, the information has been given on this form is true and I understand that if I have given any false information, my request will be rejected.
Full Name:
Signature: Date: //

3.1 Deferrals and Voluntary Withdrawals Policy

Change of status (full-time to part-time), medical deferral, leave of absence, or voluntary withdrawal will all be processed according to the policy of the Institution. Student must inform the Study department about change of status without necessary delays.

3.1 Prolonging DEGREE study

Student, which does not fulfill the study requirements (subjects, diploma thesis deadlines and defense, etc.) till the end of the DEGREE study program (as written in the Learning schedule and or the contract), may ask the Vice Rector for Academic Affairs to prolong the study program. Prolonging the program may be subject to a fee payment. Prolonging a study is allowed twice only. The permitted time of prolonging is up to two years (24 months) in total.

In exceptional cases (e.g. a pandemic or other higher power) the director may extend study beyond the 24-month period for any period he considers appropriate based on student's application for extension. The director may also waive the prolongation fee.

3.2 Interrupting DEGREE study

Every Student is allowed to ask EIASM via the Vice–Rector for Academic Affairs to interrupt the course of the DEGREE study for serious reasons. The permission may be granted only if there are no financial disputes and all payments due were paid or other solution is found and agreed by the Vice-rector for Academic Affairs.

A Student may interrupt DEGREE program study only once during the course of the DEGREE study.

The Vice Rector must decide in 15 days since submission of the request (email is sufficient). Total length of the interruption can last up to two years. Interruption is subject to a fee payment of EUR 100. Interruption of a study does have a postponing effect to yet undergoing activities but it is considered that whenever the interruption will end, all requirements from these undergoing activities (running courses, deadlines of capstone project or diploma thesis submission) will be fulfilled within three months since the end of the interruption. If the Student does not return to future DEGREE program within two years, it is considered he or she voluntarily quit EIASM.

The student loses student status during the interruption and immigration authorities are informed about that.

3.3. Ending of DEGREE studies

When all requirements set by the contract and in line with learning schedule are finished, the Student ends the studies. Premature ending of DEGREE study is allowed by written mutual agreement signed by the two parties. The Student is obliged to pay full tuition before ending the DEGREE study. By mutual agreement, a tuition and its payment can be set up individually.

A Student may quit the school without letting EIASM know unless on student visa (then letting EIASM know about withdrawal is mandatory without unnecessary delay), but yet he or she needs to pay all fees due in respect to the contract, Terms and Conditions and other fees if those would apply.

Study department

Study department must at all times stay informed about student's visa status and must inform the alien police of the Czech Republic in case the student is on study visas and is quitting the EIASM or interrupting studies more than a week before the end of visas. Study department can consult specific and individual issues with Vice-rectors and/or EIASM director whichever has the power to decide about further steps.

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