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EP Online - SOP F2F to Online - Interschool Transfer

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Purpose:

This Standard Operating Procedure (SOP) aims to provide guidance to English Path (EP) Admissions and Heads of Department when they need to help student to transfer from face-to-face class to EP online class.

Scope:

This SOP applies to all EP staff who are responsible for processing bookings from F2F to online.

1. **Minimum Transfer Duration:** Transfers are only applicable for students booking a minimum of 4 weeks with EP Online.
2. **Transfer Fee:** A registration fee of £150 (or equivalent to other currencies using rate of the day on www.xe.com) per transfer request is required to cover administrative and team processing costs. Heads of Department may request to waive this fee with Head of EP Online.
3. **Program Eligibility:** Transfers are available only for Semi-Intensive courses (6 hours/week General English, groups of 6 students).
4. **No Week Recalculations:** Students transfer their remaining face-to-face course weeks to online for the same duration without adjustments.
5. **Balance Transfer:** The full remaining balance from the face-to-face course is transferred to EP Online. This balance is applied toward the online course without recalculations and must offset the online course fees.

Conditions to Process the Transfer:

Student Cancellation & Transfer Rules

1. Face-to-Face Course Cancellation

- If a student cancels their face-to-face course, **no refunds will be issued** under any circumstances.
- Students **cannot** transfer their course to an online format.
- Students are advised to carefully consider their commitment before booking.

2. Emergency Return to Home Country (Course Interruption & Transfer Rules)

- If a student cannot continue their course due to an emergency return to their home country, they may request an **inter-school transfer** upon providing **sufficient supporting evidence**.
- A **£150 inter-school transfer fee** will apply.
- If the student has purchased a **£50 transition fee (booking protection fee)**, a **£150 inter-school transfer fee** is waived.

3. Acceptable Reasons for Course Interruption & Transfer Requests

To qualify for an inter-school transfer, the student must provide supporting evidence for one of the following reasons:

1. **Visa extension refusal**
2. Medical emergency requiring repatriation
3. Death of an immediate family member
4. Natural disasters in the student's home country
5. Government travel restrictions or emergency evacuations
6. Severe illness or injury preventing travel

7. Military service obligations
8. Legal obligations (court summons, deportation, etc.)
9. Employer-mandated relocation (proof required)
10. Flight cancellations due to airline bankruptcy (non-refundable tickets)
11. War or political unrest in the home country

4. Non-Qualifying Cases

- Change of personal plans
- Dissatisfaction with the course, teacher or destination
- Financial difficulties
- Non-emergency family visits
- Lack of accommodation

5. Required Documentation

Students must submit **official evidence** (e.g., medical certificates, government notices, airline statements, embassy letters) within **10 working days** of their request. EP will respond within 10 working days.

Incomplete or unverifiable claims will be rejected.

Procedure:

1. Request Submission by Head of School:

- a. The Head of School submits a written request to transfer the student to EP Online.

2. EP Online Approval:

- a. EP Online will review the transfer request and approve it based on class availability in existing online groups.