

Level 5 Diploma

Refund & Enrollment Policy — latest version update, July 2026

This policy explains how payment, withdrawal, and refunds work for the Highfield Level 5 Diploma in TESOL program offered by Promise Opens Doors Inc. We believe in being clear about this up front, not just when something goes wrong.

1. Program Fee Breakdown

Total program tuition is \$650, due in full at the time of registration to secure your spot. This fee is broken down as follows:

Component	Amount	Refundable?
Registration fee	\$50	Non-refundable
Tuition (coursework, instructor access, practicum coordination, diploma issuance)	\$600	Refundable under conditions below

2. Withdrawal Before Starting Coursework

If you withdraw for any reason within the first 3 days of accessing the coursework materials, you'll receive a refund of the \$600 tuition portion. The \$50 registration fee is non-refundable, as it covers administrative processing regardless of outcome.

3. Withdrawal After Starting Coursework

After the first 3 days of accessing the coursework, the \$600 tuition portion becomes non-refundable. This reflects the access, instructor time, and program resources already made available to you.

4. Teaching Practicum & Background Check

The Level 5 Diploma does not require completion of the teaching practicum. The credential is awarded in full without it. We strongly encourage every student to complete the practicum, as it provides valuable hands-on teaching experience.

Because the practicum involves live teaching with real students, it requires a clean background check, completed through our third-party verification partner (participants do have the option to submit a clear background check that is no older than 3 months as of the time of registration). There is no cost to you for this check; it is covered within your program registration fee.

Background checks must be initiated within 30 days of starting your coursework to remain eligible for the practicum track. If this window passes without a background check being initiated, or if a background check does not clear, you will still receive your full Highfield Level 5 Diploma in TESOL — without the practicum component, and without any refund of tuition already paid, as practicum coordination costs are incurred on our end regardless of the outcome.

5. How to Request a Refund

To request a refund under the conditions above, contact our admissions team at admin@promiseopensdoors.org within the applicable window. Approved refunds are processed within 10 business days to your original method of payment.

Questions about this policy? Reach out to us at inquiries@promiseopensdoors.org before you enroll — we're glad to walk through anything that isn't clear.