

Promise Opens Doors

Refund & Enrollment Policy — latest version, July 2026

This policy explains how payment, withdrawal, and refunds work across all Promise Opens Doors certificate and diploma programs, including our 60-Hour Certificate, 120-Hour Certificate, and Highfield Level 5 Diploma in TESOL. We believe in being clear about this up front, not just when something goes wrong.

1. Registration Fee

A portion of your program tuition is a non-refundable registration fee, which covers administrative processing regardless of outcome. The exact amount is listed on each program's registration page at the time of enrollment.

2. Withdrawal Before Starting Coursework

If you withdraw before accessing any coursework materials, you'll receive a refund of your tuition, excluding the non-refundable registration fee.

3. Withdrawal After Starting Coursework

Once you've begun coursework, tuition becomes non-refundable. This reflects the access, instructor time, and program resources already made available to you.

4. Teaching Practicum & Background Check

A live teaching practicum is a component of all Promise Opens Doors certificate and diploma programs. Because the practicum involves live teaching with real students, it requires a clean background check, completed through our third-party verification partner, at no additional cost to you.

Highfield Level 5 Diploma in TESOL

For the Level 5 Diploma only, the practicum is optional. **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 Level 5 Diploma without the practicum component, and you'll receive a partial refund reflecting the difference between practicum-track tuition and our standard, non-practicum tuition for the program.

60-Hour and 120-Hour Certificates

For these programs, the practicum is a required component of certification. **Background checks must be initiated within 30 days of starting your coursework.** If a background check does not clear, you will not be able to complete the certificate. In this case, you'll receive a full refund of tuition paid, excluding the non-refundable registration fee — regardless of how much coursework you've already completed. This is the one exception to Section 3 above.

5. Program-Specific Terms

Where a specific program's registration page states different fee amounts, timelines, or conditions than this general policy, the terms on that program's registration page apply for that program.

6. How to Request a Refund

To request a refund under the conditions above, contact our admissions team at [admissions email] 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 [contact email] before you enroll — we're glad to walk through anything that isn't clear.