

# Student Fee Recovery and Refund Policy

## 1 Purpose and Scope

The purpose of the Policy is to provide clarity on how the College recovers fees payable by the students, and the circumstances in which it would consider the refund of fees to students.

This policy applies to all fees payable across all College campuses and to all College students.

There are limited circumstances where a refund of fees paid, or cancellation of fees due will be considered.

## 2 Cancellation

- Classes need to be viable in order to run. If too few students enrol, and the College has to cancel a course, every effort will be made to provide a suitable alternative, otherwise a full refund will be made to those students who have paid.
- If the College has found it necessary to reschedule a course to a different time, day or site and this no longer suits the student, a full refund will be made to those students who have paid.

## 3 Withdrawal

The level of refund will depend on type of enrolment and the duration of the teaching of the course prior to the withdrawal of the student. If fees are eligible for a proportionate refund as outlined below, and the student has not paid enough to cover this, the outstanding balance will remain payable. This is also true for any additional kit purchased on behalf of the student by the College that the student retains for their own use.

- **Enrolments online or via telephone** - The College fully complies with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. For enrolments that are wholly completed on-line or via telephone the distance selling regulations apply, whereby the student has a 14-day period within which they can withdraw from the course. The student is eligible to receive a full refund of any fees paid, if they withdraw before the course has started **and** this is within 14 days of the initial enrolment.

If a student withdraws after the course has started but within the 14-day cancellation period, the refund will be adjusted to reflect the proportion of the course delivered at the point of withdrawal.

Once the 14-day cancellation period has elapsed the College will revert to its standard refund and fee recovery policies as set out below:

- **Withdrawal before the course starts** - if any payment has been received from the student before their course has started (with the exception of specialist short courses as below), the College will refund this in full.
- **Withdrawal from specialist and short courses of up to 1 term** – no refund will be given if a student withdraws from specific specialist courses or short courses of up to 1 term. This is to ensure that the course can run for all students.
- **Withdrawal after course commencement** – the student will be required to pay a course fee which is directly proportionate to the amount of teaching that has taken place prior to the student's withdrawal, as calculated by the Course Leader and approved by the Assistant Principal. If a student has already paid the College more than the calculated amount, the College will reimburse the difference to the student.

All withdrawals should be notified in writing to the Course Leader. The effective date for calculation of a refund is the date of receipt by the College of notice to withdraw.

#### **4 Other Absence**

- The College retains the right to use its discretion on the treatment of refunds in special circumstances, for example if a student becomes ill during the period of a course. However, the College would not make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reasons for not being able to attend the course. Any outstanding fees in these circumstances will remain payable.
- Where a student fails to adhere to College policies (attendance, behaviour, health and safety, discipline, etc) and this results in the College withdrawing or suspending the student, no refund will be given and any fees outstanding would remain payable.
- If the student's employer or other sponsor has been invoiced for the fees payable, a refund may be due under Section 3 of this policy, if the invoice has been paid. Any refund would be returned to the customer as provided on the invoice.
- If a student is dissatisfied with the course and the matter has not been resolved in accordance with the College Complaints Procedure, a refund will be issued if considered appropriate and at the sole discretion of the College.

#### **5 Refund Procedure**

If the above criteria for a refund have been met, the student should request a refund form from the finance office and return it with all relevant paperwork and authorisations. Please note that refunds may take up to 4 weeks to process.

#### **6 Student Loan Funding**

Where a student has applied for loan funding to cover fees, the debt will remain payable until the loan application is successful. If funding received by the College does not meet the balance of the fees, the remaining balance will be payable.

A student is only liable for the tuition fee loan whilst they are an eligible student. Where a student withdraws the loan will be cancelled with the SLC on the date of last attendance as required. The amount owing up to that point will be calculated by the SLC as per their regulations.

ALL - [https://www.practitioners.slc.co.uk/media/1469/all\\_learner\\_faqs\\_fs\\_o.pdf](https://www.practitioners.slc.co.uk/media/1469/all_learner_faqs_fs_o.pdf)

HE – [https://media.slc.co.uk/sfe/2021/ft/sfe\\_terms\\_and\\_conditions\\_guide\\_2021\\_o.pdf](https://media.slc.co.uk/sfe/2021/ft/sfe_terms_and_conditions_guide_2021_o.pdf)

#### **7 Recovery of Fees**

The College takes the recovery of fees due very seriously and will take all reasonable steps to recover outstanding fees due.

If fees are not paid within agreed timescales or instalment plans, the College will commence debt recovery procedures through the issue of reminders. Students are encouraged to contact the College Finance department immediately they have any questions in relation to their fees payable.

Debt recovery specialists may be used by the College to support the recovery of outstanding fees, and to include the reasonable costs of recovery as part of the overall debt.

Where necessary the College will undertake recovery procedures through the civil courts.