



FEES REFUND POLICY

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Procedure Originator:	Tracy Godfrey
Approved By:	Assistant Principal – Finance & Resources
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Audience:	All staff and students



Purpose of the policy

This policy identifies the circumstances for refunds of fees to students who for reasons specified below are unable to proceed with the course on which they have enrolled with the College.

College Terms and Conditions

1. A full refund of fees may be awarded to a student in the event of the College cancelling a course on which that student has enrolled and no alternative course is suitable; or if the student withdraws from a course due to any of the reasons below before the course has commenced:

- a student is unable to attend the course due to an amendment to the time or place at which it was scheduled.
- a student has a serious medical condition (medical certificate required as evidence).
- an entitlement error is made following incorrect assessment at the time of enrolment.
- course fees are lowered after the date on which the student paid (the student will receive a refund for the difference between the fee paid and the reduced fee)
- a cooling off period of 14 days from dates of registration

2. Should a student withdraw from a course after the course start date or fail to attend the course on which they have enrolled they will not be entitled to a refund (including tuition, materials, registration and exam fees).

In either of these situations, a student has the right to appeal in writing for a refund to the Assistant Principal of Curriculum, who will consider each individual request on its specific merits, and will inform the students of his/her decision within 14 working days of receipt of the written appeal. The Assistant Principal of Curriculum may decide to award a partial refund based upon the number of weeks attended and the specific circumstances that have led to the student withdrawing from the course.

If a refund is issued due to no fault of the college, a £20 administration fee will be charged.

3. Refunds requested as result of a complaint regarding the quality of service provided by the college will be subject to investigation by the Assistant Principal of Quality. In these circumstances the Deputy Principal Finance and Resources will have the final decision on whether a refund is due within 14 days of receipt of the complaint.

4. We will try to pay back by the same method that the payment was made to the person or organisation which made the fee payment originally, unless paid by cash or for operational reasons, when we will request bank account details and we will pay by bank transfer (BACS).

5. Refunds must be authorised by a Director and payments will be made within 14 working days of a refund request being authorised.

6. In the event of a refund being authorised, exam fees will only be refunded if they have not already been paid to the relevant Examinations Board.

7. No fees will be refunded if an attendee ends in the third term.

South Staffordshire College does not refund tuition fees where a learner simply decides to stop attending a course.

Procedure

Course Closure

- If a course is closed by the college all refunds will be dealt with internally by the college and the student will be contacted for a refund to be arranged.

Amendment to time or location/ Health Reasons / Dependency Issues/ Work Issues

- The student should contact the Hub for the relevant Campus by phone or in person – 0300 456 2424
- A hub member will provide a refund/withdrawal form in person/email or post which needs to be completed by the student and returned to the Hub
- The hub will seek authorisation from the relevant area within the college
- Once authorised by a Director the refund/withdrawal form will be passed over to Finance
- Finance will process the refund

Service Level Agreement

All refund Application forms are to be authorised within 7 working days and sent / scanned to Finance from the Hub.

Finance will process the refund within 14 working days of receipt of the completed and authorised application form. We will try to pay back by the same method that the payment was made to the person or organisation which made the fee payment originally, unless paid by cash or for operational reasons, when we will request bank account details and we will pay by bank transfer (BACS).