

**Name of Policy** REFUND POLICY

**Purposes** To outline the College's policy for refunds

**Author / Job Title** Vice Principal: Finance and Resources

**Equality Assessment By Whom** College Registrar **Date** 3/2015

**Version** 1 **Date of next review (month & year)** 2/2017

	<b>Date</b>	
<b>Approved by</b>	Senior Manager	
	SMT	23 February 2015
	Corporation	

**Related policies or procedures or parent policy if applicable** Tuition Fees Policy

**Groups/bodies consulted in the development of the policy**

**To be published on College website** YES

## **REFUND POLICY**

### **Refunds arising from operational reasons such as cancelled courses**

The College reserves the right to cancel any course because there is an insufficient number of students enrolled, or for any other operational reason, and in such cases tuition and, where appropriate, registration fees will automatically be refunded to those enrolled. However, where possible, customers will be offered an alternative day/time/venue or an alternative course.

### **Refunds arising from student requests**

Students who enrol early and wish to withdraw before the start of the course are entitled to a refund providing the request is received by the College in writing at least five working days before the scheduled start date.

Once the course has started refunds will not normally be given, although a credit note may be issued where the College Registrar considers this appropriate. Requests for refunds relating to personal circumstances must be made in writing, to the College Registrar, stating clearly the reason for the request. Appeals should be made in writing to the Vice Principal; Finance and Resource who will ensure a consistent approach.

### **Refunds arising from complaints**

Complaints relating to courses are subject to the College's Complaints Procedure and should be addressed to the College Registrar, who will arrange for the complaint to be logged and investigated by an appropriate member of the Senior College Management Team (SCMT). At the conclusion of the investigation the member of the SCMT will report back to the Vice Principal: Finance and Resources who will make a decision whether a refund should be given. Appeals should be made in writing to the Vice Principal: Curriculum and Quality who will ensure a consistent approach.

[Refund Process: Student Request Flow Chart](#)  
[Refund Process : Student Complaint Flow Chart](#)