

## FEE REFUND & RECOVERY POLICY

**Version:** 201516.1

**Aim / Scope:** Set out the circumstances which the College will offer a fee refund, and the steps it will take to recover unpaid fees.

**Policy Owner:** Director of Finance

Author / Lead	Jimmy Walker
Equality Analysis: Completed by: Agreed by and date	Jimmy Walker
Approved by Policy Panel on	19 August 2015
Implementation date	01 August 2015
Target audience (eg Staff or Students)	Staff and Students
How communicated to users / location	College Internet
Review interval (years)	1 year
Date of Next Review (month and year)	06/2016
Related policies:	Fees policy

## Contents

1. Introduction .....	2
2. Withdrawal .....	2
3. Materials and Kit .....	2
4. Course Cancellation .....	2
5. Course Rescheduling.....	2
6. Requests for credits or refunds relating to illness.....	3
7. Requests for refunds relating to general absence.....	3
8. Requests for Refunds relating to withdrawal at college discretion. ....	3
9. Requests for refunds due to quality issues:.....	3
10. Refunds for Sponsored Students .....	3
11. International Students .....	4
12. Further Education (FE) Learners.....	4
13. Higher Education (HE) Learners .....	4
14. Trips and Course Field Trips.....	5
15. Recovery of Fees.....	5
16. How to Claim a Refund .....	5
17. Payment of Refunds.....	6

# FEE REFUND & RECOVERY POLICY

## 1. Introduction

The Fee Refund and Recovery Policy has been developed to provide clarity on the College's position on the recovery of fees, the measures taken to recover fees and the limited circumstances in which refunds of fees will be considered.

### Scope

The Refund Policy applies to ALL fees charged by the College

## 2. Withdrawal

- 2.1. Students who withdraw from a long course (duration more than one term) in advance of the course start date are entitled to a full refund, less an administration fee of £25.
- 2.2. Students who withdraw from a short course (duration of course 1 term or less) will not be entitled to any refund.
- 2.3. Students who withdraw from the course within the first two teaching weeks of the start date of the course will be entitled to a refund of 50% of the course fees (with the exception of 2.2 above). Where fees paid in advance are less than 50% of the course fees, the balance will remain payable.
- 2.4. Students who withdraw from a course after two weeks following the start date of the course, will not be entitled to any refund and any outstanding fees will remain payable.

## 3. Materials and Kit

- 3.1. Refunds will not be given for materials or kits (e.g. hairdressing) purchased as a requirement for the course. In the event of withdrawal all outstanding kit fees remain chargeable.

## 4. Course Cancellation

- 4.1. If the College cancels a course, or the course does not start due to lack of support and there is no suitable alternative, a full refund will be given.

## 5. Course Rescheduling

- 5.1. If the college reschedules a course for a different time or day and this is not convenient for the student, a full refund will be given. No refund will be given for change of site within the city centre area or change of Tutor.

## **6. Requests for credits or refunds relating to illness**

- 6.1. If a student becomes ill during the course they may apply for a refund if the condition is permanent and prevents them from continuing.
- 6.2. If the condition is temporary then a credit will be issued to permit them to re-enrol at a later date (credits will be valid for 2 years) The refund or credit will be calculated on a pro rata basis from the date of the last class attended.
- 6.3. Exam fees are not refundable.
- 6.4. Medical evidence will be required in the form of a doctor's note or equivalent.
- 6.5. Under no circumstances can a credit note be converted to a refund.
- 6.6. Students with a disability which prevents them from continuing with a course may be entitled to a refund based on 6.2 above.

## **7. Requests for refunds relating to general absence.**

- 7.1. The college is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reason for not being able to attend the course. Any outstanding fees in these circumstances will remain payable.

## **8. Requests for Refunds relating to withdrawal at college discretion.**

- 8.1. Where failure by a student to adhere to College policies (e.g. attendance, behaviour, discipline etc.) results in the withdrawal of a student by the College, no refund will be given and any fees outstanding in these circumstances remain payable.

## **9. Requests for refunds due to quality issues:**

- 9.1. If a student is dissatisfied with the course and the Assistant Principal cannot resolve the issues, then a complaint should be submitted in accordance with the College Complaints Procedure (available on the College website at <http://www.leedscitycollege.ac.uk/the-college/knowledge-bank/important-information/complaints-procedure/> ). The College must be given an opportunity to address any issues that have arisen. If the complaint is upheld the College may consider the fees paid.

## **10. Refunds for Sponsored Students**

- 10.1. A sponsor of a student at the college (for instance an employer paying for an employee) may apply for a refund if the above criteria are met.

## **11. International Students**

- 11.1. **Visa refusal:** In a case where a prospective student is refused a student visa, the college will refund all fees paid less a £250 administration fee. However, in such an event, no refund will be made unless the college has received all original copies of the College letters of enrolment plus an original copy of refusal from the appropriate immigration authority.
- 11.2. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the College's letters of acceptance and enrolment.
- 11.3. No refund is permitted or shall be made when a student decides to leave the college for whatever reason after an extension of a student visa has been gained through College facilitation.

## **12. Further Education (FE) Learners**

- 12.1. Any learner who leaves within the first two weeks of their course will not be subject to any fees and will be entitled to a refund of any fees that have already been paid.
- 12.2. Any learner who leaves after the first two weeks of their course will be liable for the proportion of the fees up to the end of the calendar month in which they withdraw.
- 12.3. Refunds will only be given for any full remaining calendar months of the course. This follows the Student Loan Company payment profile. Only in exceptional circumstances will we consider reviewing individual situations, for example in cases such as a serious illness (etc.).

## **13. Higher Education (HE) Learners**

- 13.1. Any learner who leaves within the first two weeks of their course will not be subject to any fees and will be entitled to a refund of any fees that have already been paid.
- 13.2. Any learner who withdraws from their course in the 1st term will be liable for 25% of the fee as per Student Loan Company loans.
- 13.3. Any learner who leaves in the 2nd term will be liable for 50% of the fee as per Student Loan Company loans.
- 13.4. Any learner leaving in the 3rd term of their course will be liable for the full fee as per Student Loan Company loans.
- 13.5. Only in exceptional circumstances will we consider reviewing individuals' situations, for example in cases such as a serious illness (etc.)

## **14. Trips and Course Field Trips**

- 14.1. A full refund for a trip and course field trip will be given if the College cancels the trip.
- 14.2. A refund for a trip and course field trip will be granted due to illness if accompanied by a doctor's note.
- 14.3. No refund will be given for students failing to turn up or who are late for the trip and miss the departure time.
- 14.4. No refund will be given for students who have paid for a trip before agreeing time off from their employer and subsequently do not have the time approved.

## **15. Recovery of Fees**

- 15.1. The College will take all reasonable measures to recover all outstanding fees due.
- 15.2. In the event that fees are not paid within agreed timescales or instalment plans, the College will first send a written reminder. Students in financial difficulty should contact the College Finance Team at the earliest opportunity to make arrangements.
- 15.3. The College reserves the right make use of debt recovery specialists to support the recovery of outstanding fees, and to include the reasonable costs of recovery as part of the overall debt.
- 15.4. Where necessary the College will undertake recovery procedures through the civil courts.

## **16. How to Claim a Refund**

- 16.1. If the above criteria for a refund have been met, please complete a refund request form.
- 16.2. All refund requests must be notified in writing to the Team Leader in Student Records Department at the campus where the course is held. The effective date for any refund is the date of receipt by the College.

### **Student Record Team Leaders**

Community Centres  
Employer Responsive (Horsforth Campus)  
Horsforth Campus  
Keighley Campus  
Park Lane Campus  
Printworks Campus  
Technology Campus

Tonia Gaunt  
Angela Johansen  
Donna Blayney  
Lesley Baker  
Sue Martin  
Georgina Rhodes  
Nick Appleby

- 16.3. Please note, all refunds requested are subject to further investigation by the College and a Company, student or member of staff may be contacted to provide further documentation should the above not be acceptable to the College.

## 17. Payment of Refunds

Any payment of a refund approved by the College will be made as follows in accordance with the original method of payment by the relevant payer:

- Credit/ Debit Card/Recurring card payments, including on-line payment      Approved refunds will be made directly back to the card from which it was paid.
- Bank Transfer      Approved refunds will be made directly back to the bank from which it was paid.
- Cheque      Approved refunds will be made by BACS to a UK sterling bank account providing the cheque was from the same account. Bank details should be supplied.
- Cash      Approved refunds will be made by BACS if it is to a UK sterling bank account or by bank transfer. Bank details should be supplied.