



Newbury College

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Linked policies/College documents:			
Summary available:	NO		

Policy for the Refund of Fees

This document can be made available in other formats,
on request

Policy for Refund of Fees – all courses

The College will endeavour to fulfil its commitment towards delivering all services to the students, employers and other stakeholders with which it engages. However, the College acknowledges that there are exceptional circumstances in which it may be unable to fulfil this commitment.

Before reaching this point the College would have exhausted all options and avenues to provide a comparable service to that advertised. When it is deemed unable to meet this commitment then options to refund may be considered.

POLICY ON REFUNDS

1 Full Refunds will be given under the following circumstances:

- A full refund will be given if the Principal or her designated senior manager has taken the decision to close a course prior to its start date. No processing fee will be charged. (For example: low recruitment).
- A full refund will be given if a request for a refund is received from the payee 10 working days before the start of the course. In this circumstance, the refund is subject to an administrative charge (currently £25) which will be deducted from the refund.
- Less than 10 working days before the course commences, if a full refund request is received, this will only be given in exceptional circumstances if the student is unable to start the course due to severe ill health. In this instance, a GP's letter must be provided before the start of the course. Alternate arrangements for transfer to a similar course or courses later in the academic year will be offered and if accepted no processing fee will be charged.
- Students who withdraw after the start date are expected to pay the full fee

2 Partial Refunds

- Partial refunds may be given in the following circumstances:
 - Students who withdraw after the start date are expected to pay the full fee. In exceptional cases, such as severe ill health during the first term of the year, a request for refund can be made in writing to the Deputy Principal who will review the request.

3 Administrative Charge

- Other than in the examples outlined in Point 1 and 2 above, all other requests for a full or partial refund will be subject to an administrative charge (currently £25) which will be deducted from the refund offered.

- If a student withdraws from any Maths and/or English course before the student's expected end date without giving an acceptable reason, the College will impose a £750 administration charge when the student enrolls on any future Maths and/or English course. (N.B the student can appeal the College's decision, please refer to the College's appeal policy).

4 Bite-Size and One Day Only Courses

In the case of courses of one day or less, a refund will only be available if notification of non-attendance is made to the College at least 10 working days before the date of delivery. Alternatively, a transfer of the fee to another bite-size or day course may be given if, by reason of illness, a student gives less than one month's notice of cancellation.

5 Monitoring

- The Finance Manager will keep a log to monitor refunds. This will involve Learner Services and Information staff checking that the case has been dealt with according to their record system.

6 The Refund Process

- The student must put the request for a refund in writing to the Deputy Principal, explaining the reason why a refund is requested.
- The Deputy Principal will review the request and make a decision.
 - If the request is approved, then the refund (pro-rata) will be processed by the Finance Office.
 - If the request is refused, the student will be informed and the student is entitled to appeal to the Principal.

7 The Appeals Procedure

- Either the complainant or the respondent may appeal in writing, stating detailed reasons to the Principal within 5 working days of receiving written confirmation of the outcome of the formal complaint.
- The appeal will be acknowledged within 5 working days and the Principal will review and notify the final decision in writing to all those involved within 20 working days of receiving the appeal.
- If the decision of the Deputy Principal is upheld, the refusal of the refund will be recorded under the Complaints Procedures.

This policy is available in other formats on request: eg Braille, large print, audio.

Date: June 2010

Reviewed: Jan 2012, Mar 2012, August 15 (minor amends) June 16, November 16,

Reviewed: Next review: March 2019

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