



Newbury College

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Policy for the Refund of Fees

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

Policy for Refund of Fees – all courses

Newbury 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 will exhaust all options and avenues to provide a comparable service to that advertised. When it is deemed this commitment cannot be met then options to refund may be considered.

There may also be circumstances where a student wishes to terminate their contract with the College. This document is intended to provide an outline of the College's policy and process for a refund of fees.

POLICY ON REFUNDS

1 Refunds will be given under the following circumstances:

a) For students who pay their own Tuition fees:

- A refund will be given if the Principal or 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 refund of tuition fees will be given to students whose course is closed after its commencement due to unforeseen circumstances e.g. a lack of suitable teachers and/or facilities to provide the course; withdrawal or lack of approval from the awarding body for the provision of the course.
- Where arrangements for an alternative provider for the course are made and agreed with the student and provider then the fees may be transferred directly to the new provider.
- A 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 refund request is received, this will only be given in exceptional circumstances. In the instance of severe ill health, 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.

- If a student requests a break from learning due to personal circumstances, such as ill health, the Vice Principal or designated senior manager will consider the request and may make arrangements for those fees to be transferred to an expected point of return to study. In this circumstance, any incremental costs incurred by the College such as awarding body registration fees, exam fees or specific learning materials will be invoiced to the student, plus a £25 administration charge.
- Students who withdraw after the start date of a short course of 10 weeks or less are expected to pay the full fee.

b) Refunds for students in receipt of a tuition fee loan from the Student Loans Company:

- The Student Loans Company will be notified of the decision made to close the course.
- If an arrangement has been made for the course to be delivered through another provider and this is agreed with the student, the Student Loans Company will be notified of the arrangement. Any bursary payments agreed in advance will be honoured if the new provider is unable to provide this through their own allocation.
- A refund of the tuition fee will be given to the Student Loan Company where the Principal or designated senior manager has taken the decision to close a course prior to its start date.

c) Refunds for students whose tuition fees are paid by a sponsor:

- In the event that the Principal has taken the decision to close the course, the sponsor/employer paying the student's tuition fees will be notified of the decision within 5 working days.
- If an arrangement has been made for the course to be delivered through another provider and this arrangement is agreed by the student, the sponsor/employer's approval will be sought. If all parties are in agreement with the arrangement the tuition fees will be reimbursed to the sponsor/employer so that they may make the payment to the new provider. Any bursary payments agreed in advance will be provided if the new provider is unable to meet these through their allocation.
- If no alternative arrangements can be made or the students and/or their employer are not satisfied with any alternative arrangements for the provision of the course, the tuition fee will be reimbursed to the sponsor/employer.
- A 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 refund request is received, this will only be given in exceptional circumstances. In the instance of severe ill health, 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.
- If a student requests a break from learning due to personal circumstances, such as ill health, the Vice Principal or designated senior manager will consider the request and may make arrangements for those fees to be transferred to an expected point of return to study. In this circumstance, any incremental costs incurred by the College such as awarding body registration fees, exam fees or specific learning materials will be invoiced to the student, plus a £25 administration charge.
- If a student is unable to continue their learning due to exceptional circumstances, a request for a refund can be submitted in writing to the Vice Principal.

2 Partial Refunds

- 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 Vice Principal who will review the request. In this instance a GP's letter must be provided. The amount of the refund will be at the discretion of the Vice Principal but in most cases will be the total fee less an amount for the portion of learning that has not been delivered. The Vice Principal will inform the student, employer or sponsor (as appropriate) of the refund granted within 10 days of receiving the request.

3 Administrative Charge

- Other than in the examples outlined above or where tuition fees are funded through the Student Loan Company, all other requests for a refund will be subject to an administrative charge (currently £25) which will be deducted from the refund offered.

4 Maths and/or English Courses

- 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 reserves the right to impose a tuition charge of up to £750 when the student enrolls on any future Maths and/or English course. The student can appeal against this decision by following the College's appeal policy.

5 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 exception circumstances, a student gives less than one month's notice of cancellation.

6 The Refund Process where a request for refund is made

- The student or their sponsor/employer must put the request for a refund in writing to the Vice Principal, explaining the reason why a refund is requested.
- The Vice Principal or delegated senior manager will review the request and will normally make a decision within 5 working days.
 - If the request is approved, then the refund will be processed by the Finance Office and paid within 10 working days.
 - If the request is refused, the student, employer or sponsor will be informed that they are entitled to appeal to the Principal.

7 The Refund Process where the College is unable to provide a course

- The student will be notified of the decision to close the course and of any alternative arrangements made for its delivery.
- The Student Loans Company or any sponsor/employer paying the tuition fees will be notified of the decision to close the course and of any alternative arrangements made for its delivery.
- The tuition fees will be repaid to the payee e.g. the student paying their own fees; the Student Loans Company or the sponsor/employer paying the student's tuition fees.

8 Compensation

The College will consider eligibility for refund and/or compensation on a case by case basis. It will take into account factors including (but not limited to):

- (i) Maintenance costs
- (ii) What mitigation the College has put in place that the student may or may not have taken advantage of
- (iii) Additional tuition costs
- (iv) Travel costs as a result of relocation of provision
- (v) How much of the programme the student has completed

Relevant guidance published by regulatory bodies will be taken into account in preparing any such plans.

9. 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 Vice Principal is upheld, the refusal of the refund will be recorded under the Complaints Procedures.

This policy is available in other formats on request.

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