



REFUND POLICY 2019/2020

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VERSION 1

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1 PURPOSE

To have a transparent refund structure in place that informs individuals and companies about the issue of fee refunds.

2 SCOPE

Only learners or employers who have paid a fee for the costs of tuition and examinations.

3 DETAILS OF POLICY

Where a course is closed due to insufficient learner numbers or changes in funding or other events outside the College's control then a full refund of fees will be made. This will be actioned automatically by the Finance Office on receipt of Course Closure Action Sheet Form, which is to be raised by the relevant curriculum office.

Further Education Courses (excluding FCR courses)

1. Where a learner decides within the first three weeks of a course that they do not wish to continue on the course then a full refund of fees will be given.
2. If after three weeks a learner decides to withdraw from the course that they are on, then, at the Head of/Curriculum Manager's discretion, a credit note may be issued by the Finance Office. This credit note is to be used on courses starting by 31st July 2020.
3. All applications for refunds are to be made through the Finance Office on form FIN11.
4. Refunds will be made by cheque if the original fee was paid by cash or cheque or back onto the original credit card if the fee was paid by credit card, within 10 working days of receipt of all relevant documentation within the Finance Office.
5. Where a learner transfers from one course to another and the course fee is lower than the original one was, it will then be at the discretion of the Head of/Curriculum Manager as to whether a credit note/refund will be issued. If the new course fee is higher, the learner is required to pay the difference. If the learner has already been registered with an awarding body or entered for an exam then this element of the fee would not be considered for refund. If the transfer is done at the instigation of the Curriculum Manager, then, the difference may be refunded.
6. As a learner is only assessed for fee remission in the eyes of the ESFA (Education and Skills Funding Agency) at the time of enrolment there is no automatic right for refund of fees should they later become eligible for Job Seekers Allowance or Employment Support Allowance. In cases like this a partial refund would only be considered at the discretion of the Head of/Curriculum Manager in consultation with Finance.
7. If a learner is excluded or suspended through the Learner Disciplinary Policy a refund of fees or a credit note will not be issued.

8. In the case of learners paying for their courses via an Advanced Learning Loan, any overpayments or duplicate payments made by the Student Loans Company (SLC) will be returned to the SLC and not the learner, as will any refunds made in relation to the course.

Full Cost Recovery Courses (FCR)

1. As these courses are priced at a rate which makes them viable to run, if a learner enrolls on a course and decides once that course has started that it is just not for them then there will be no refund given even during the first three weeks of the course.
2. In exceptional circumstances and at the Head of/Curriculum Manager's discretion, a credit note may be issued by finance. This credit note is to be used by 31st July 2020.
3. If a learner is excluded or suspended through the Learner Disciplinary Policy a refund of fees or a credit note will not be issued.

Higher Education Courses

1. Where a student decides within the first three weeks of a course that they do not wish to continue on the course then a full refund of fees will be given.
2. If after three weeks a student decides to withdraw from the course that they are on, then, at the College's University Centre's discretion, a credit note may be issued by Finance Office. This credit note is to be used by 31st July 2020.
3. All applications for refunds are to be made through the Finance Office on form FIN11.
4. All refunds will be made by cheque if the original fee was paid by cash or cheque or back onto the original credit card if the fee was paid by credit card, within 10 working days of receipt of all relevant documentation within the Finance Office.
5. If a student is excluded or suspended through the Learner Disciplinary Policy a refund of fees or a credit note will not be issued.
6. Any overpayments or duplicate payments made by the Student Loans Company (SLC) will be returned to the SLC and not the student, as will any refunds made in relation to the course.

Higher Education Course Early Closures

The College provides higher education courses according to the schedule agreed with the validating or awarding body. In very rare circumstances a course may be closed before its scheduled end date.

In the event of the early closure of a HE course:

1. The College will take all reasonable steps to find an alternative suitable provider of HE with an equivalent course onto which the student can transfer to continue to study. In this event, the remainder of any fees will need to be either paid or transferred to the new provider.
2. Where no alternative suitable provider can be found, the remainder of any fees unpaid will not be due. However, any refunds will be decided depending on the specific circumstances of the course closure.

3. Any bursary, hardship loan or grant, or other financial award that has already been paid to students will not need to be repaid to the College. Students adversely affected by an early closure will be designated a priority group to access financial support.

4 MONITORING

Any requests for refunds are scrutinised to ensure they fit the criteria laid down in the policy.

5 RELATED POLICIES/PROCEDURES/DOCUMENTS

Calderdale College Fee Policy 2019/20

6 POLICY REVIEW

Change(s) Made		Reason for Change			
Review Date	Reviewed by:	Initial Approval by:	Final Approval by:	Next Review Date:	Review Period
Feb 2019	Head of Finance	Finance and Resources Committee	Finance and Resources Committee	Feb 2020	1 Year

7 EQUALITY IMPACT ASSESSMENT

First Assessment Conducted by:	Date:	Final/Approved Assessment Conducted by:	Date:
Head of Finance	05/02/2019	A member of the EDI Group conducts and approves	30/04/2019

8 PUBLICATION

Audience:	Published:
Staff	Staff Internet
Learners	College Website