

REFUND OF COURSE FEES – GUIDELINES

This document details the circumstances considered by the College to be grounds for full refunds and proportional refunds of course fees.

GENERAL POLICY GUIDELINES

- 1 The Policy of the College is not to refund fees except in the circumstances outlined in this document.
- 2 Consideration must always be given to the viability of courses where refunds are granted.
- 3 Written applications for all refunds must be made in the first instance to the Associate Principal of the relevant faculty. This application should then be passed to the Finance Department with the Faculty's recommendation for refund. Unless there are particular mitigating circumstances, we would expect the Associate Principal to follow the criteria detailed in these guidelines.
- 4 Reasons for application would be compared to the criteria for refunds outlined in this document and a decision made, whether or not to award a full refund, a proportional refund or no refund at all.
- 5 Where the decision is reached to award a proportional refund, it should be calculated based on the attendance of the student up to the date of application or termination of studies (whichever is the later), less an administration charge of 10%, and net of any fees paid or payable to any other body (eg SQA Module or Unit Fees).

For Example:

- A) 30-week course – student stops attending after 3 weeks but does not apply for a refund – 27-week refund.
- B) 30-week course – student stops attending after 3 weeks but does not apply for a refund for a further 5 weeks – 22-week refund.

In both examples, 10% administration and any external fees would be deducted from any refund.

- 6 In all circumstances where a refund is awarded, the College must retain appropriate documentation to satisfy auditors.
- 7 Refunds should not be issued until checks have confirmed that fees have actually been paid by the individual student or the employer.
- 8 Before a refund is made to an employer, checks must be carried out to verify that the employer has paid all outstanding invoices raised by the College. Where the employer has unpaid invoices, no refund should be made.

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GUIDANCE ON REDUNDANCY SITUATIONS

- 1 Refunds will **not** be given in the following circumstances:
 - A) Where the employer has paid fees then made the student redundant (non-voluntarily) but the student is able to continue with the course.
 - B) Where the employer has paid the fees then made the student redundant (voluntarily) the employer should seek recovery from the student not the College.
 - C) Where the student has paid the fees then applies for voluntary redundancy.

- 2 Any other circumstances not mentioned above – AT THE DISCRETION OF THE COLLEGE.

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NO REFUND WILL BE MADE IN THE FOLLOWING CIRCUMSTANCES:

- 1 The reasons put forward as criteria for a refund were within the control of the student/employer. For example, where the student is paying the course fee, but decides to withdraw from the class as it is no longer relevant to their employment, or personal interests. Or where an employer who is paying course fees for the student has introduced a change in work pattern which precludes attendance.
- 2 The student has been made redundant but attendance is still possible.
- 3 The reason given is that financial circumstances have deteriorated – the College has no system for means-testing the income of students/employers and payments or waiving of fees is determined at the time of enrolment and not by a change in circumstances after payment has been made.

A FULL REFUND WILL BE MADE IN THE FOLLOWING CIRCUMSTANCES:

A) Part-time, Day and Evening Classes

- 1 Where the **COLLEGE** has decided that a course will not be delivered due to lack of numbers/over enrolment/any other reason.
- 2 Where the **COLLEGE** alters the time/day of the course and the student is, therefore, unable to attend.
- 3 Where the student was unaware of his/her eligibility for fee waiver at the time of enrolment.
- 4 In the event of a death of a student prior to the commencement of the second term (on production of copy of the death certificate). Thereafter, a proportional refund only will be made (net of fees paid or payable only – ie no administration charge).

B) Full-time Courses

- 1 Where the student has paid fees pending confirmation of a bursary. (He/she should be advised that a full refund will be made when documentary evidence of award is produced).
- 2 Where a student is accepted for a higher level course supported by the Student Awards agency for Scotland (SAAS).

As with (1) above, a full refund will be made when documentary evidence of award is produced.

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A PART REFUND WILL BE MADE IN THE FOLLOWING CIRCUMSTANCES:

Part –time, Day, Evening and Full-time Courses

- 1 Where a previously unemployed student gains full-time employment and is unable to continue studies.
- 2 Serious illness/accident to student or dependent (including necessary childminder where appropriate) where student was, therefore, unable to continue studies – doctors' certificate required.
- 3 Where a change in work pattern makes attendance unfeasible.
- 4 Where the student is advised to leave the course by a senior member of staff for academic reasons (provided that attendance/conduct are satisfactory).
- 5 In the event of the death of a student subsequent to the commencement of the second term (on production of the death certificate).

In this instance no administration charge should be deducted.

Date of origin	Last updated	Proposed Review Date	EQIA Date	Responsibility for Review
October 2012	April 2015	June 2016		Assistant Finance Manager