

Policy Title:	<b>College Fee Refund Policy</b>
Policy Description	This policy identifies the circumstances in which learners will be entitled to a refund with regard to the payment of course fees and the amounts refundable in differing circumstances.
Policy Number:	POL-034
Approved By:	Corporation
SLG Responsibility	Debbie Goode
Date Issued:	16.04.2018

## Purpose of the Policy

To communicate and outline the circumstances in which Dudley College of Technology will refund course fees within the scope of this policy. Fees within scope include those paid for:

- Full-time tuition.
- Fees for registration and exams.
- Part-time tuition fees including registration and examination fees.
- Fees for full-cost programmes of study.
- Fees paid by employer and/or employee for Apprenticeship programmes.

### Circumstances in which a full refund will be given:

- Students will only be eligible for refunds in the following circumstances:
- The college has cancelled a course or the course has been cancelled within three weeks of its start date. A full refund of all fees will be given.
- If a student withdraws from a course before the first class a full refund of all fees will be given.
- If the wrong fee has been charged by the college the excess will be fully refunded.

*\*\*Full Cost Short courses: For one day programmes of study or courses under 12 weeks in duration partial refunds will be given if any of the above criteria for eligibility for refunds apply.*

### Circumstances in which a partial refund will be given:

#### Student eligibility for refund

If a student has been attending a class for more than three weeks, a partial refund will be given if:

- the student withdraws or is unable to attend due to ill health and can supply a medical certificate;
- the student relocates out of the West Midlands before the end of their course.

### All partial refunds will be calculated on the following basis:

**3 Term Course:** Two thirds of the fee will be refunded if attendance ends during the first term.

One third of the fee will be refunded if attendance ends during the second term.

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No refund of fees will be given if attendance ends in the third term.

**2 Term Course:** One half of the fee will be refunded if attendance ends during the first term.

- No refund of fees will be given if attendance ends in the second term.

**1 Term Course:** No refund of fees.

### **Employers who pay fees on behalf of their employees:**

Where an Employer is paying a course fee we will refund them any course fees if the student leaves the business before the start of the course.

If the student leaves employment after the course has been running for three weeks, we would expect an employer to recover any fees from their employee. If a student wishes to continue the course they will be personally be liable for paying fees.

### **Additional Information**

If a student withdrawals from a course at any point the following overriding provisions apply.

- All refunds will be met and the college will not be able to refund any unrecoverable payments made on the behalf of the student by the college, such as exam fees, or fees for DBS checks.
- If a student would like to request a refund in any circumstances outside of those described above a written letter should accompany the Application for Refund of Fees and be directed to the College Principal, Dudley College of Technology, The Broadway, Dudley DY1 4AS.

### **Process for requesting refunds**

Any student who wishes to ask for a refund must take the following actions.

1. Discuss the matter with their tutor and meet with an IAG advisor to discuss the option available to them.
2. Complete the Application for Refund of Fees form which is available on Blackboard or can be requested from the college's Finance Department or Learner Services.

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3. Return the form to The Finance Assistant, Dudley College of Technology, The Broadway, Dudley DY1 4AS or take it directly to the Finance Office at this campus.
4. An acknowledgment of your request will be issued to you by email or SMS messaging.
5. Refunds will be given by the same method of payment that the fee was collected and all repayments will only be given to the person or organisation making the original fee payment.
6. Refunds will usually be made within 30 days of receipt of the application form.

### **Associated Documents**

**Enrolment/Refunds (Tuition Fees)**

### **Policy Review**

This policy will be reviewed every two years or earlier should it become necessary by the Assistant Principal, Marketing & Public Affairs and the Clerk to the Corporation.