

## Enrolment/Refunds (Tuition Fees)

### PURPOSE

The purpose of this procedure is:

- To ensure that all students are registered with the college.
- To ensure that any refunds payable to students and employers are returned as quickly as possible.

### SCOPE

All college students and employers.

### PROCEDURE

#### I. MAIN ENROLMENT

The college will run a series of dedicated enrolment events throughout the year. These dates will be advertised on the intranet, usually occurring as follows:

Full time courses	August and September
Part time courses	Ongoing throughout the year

All staff are expected to contribute to the organisation and delivery of these enrolment events. A staffing rota and full training will be organised well in advance of these events.

Any enquiries relating to enrolment should be addressed to the Executive Director Marketing and Public Affairs.

#### 2. YEAR ROUND ENROLMENT

The college has a flexible policy towards enrolment and will endeavour to accommodate prospective students at any time during the year. Year round enrolment can now be carried out in Student Services at any time.

### 3. WORK PLACE ENROLMENTS

Students enrolling on Work based Apprenticeship programmes will enrol onto programmes outlined in a contract negotiated with their employer. Students will then complete a commitment statement and an enrolment form (paper/online) that is processed by the MIS department.

### 4. AMENDMENTS TO ENROLMENT

Any programme transfers, change of circumstances etc by students must be accompanied by an amendment to enrolment form completed by the student and the designated member of curriculum staff, followed by an Assistant Principal. It is most important that these forms are completed promptly to denote changes. This must be forwarded to the MIS department.

### 5. REFUNDS

Student/Employer contacts the Finance Department either in person, by telephone, e-mail or letter.

Finance send out a Refund Form. When returned, Finance confirm details with the Curriculum Manager and if in order raises payment. If there is any paperwork or other item to be returned (i.e. car parking permit, library books, learner ID card) a standard letter is sent out requesting return. When the information requested is received a refund is sent to student/employer.

If reasons for requesting a refund do not fall within the circumstances laid down within the college Refund Policy, the student is informed of this and told to apply in writing to the college Chief Executive Officer/Principal. If a refund is sanctioned a payment will be raised as above.

## **Associated Documents**

### **[POL-034 – College Fee Refund](#)**

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