

P311 Refund Policy – FE Students

1. INTRODUCTION

Some of the courses at Peterborough Regional College (the College) are fully publicly funded and tuition on these courses is free to students. For other courses, the College makes a charge to students in order to cover some or all of the cost of provision. Details of tuition fees are published in the College Prospectus or are available on request, and are charged separately for each academic year.

Tuition fees are based upon the College's programme of study as a whole and are not adjusted to take account of the number of classes attended by individual students. **By enrolling on a course, students are making a commitment to pay the tuition fee for the programme of study offered by the College for that academic year.**

For some courses there may also be a registration fee and charge for examination and awarding body fees, materials, equipment and educational visits.

Students may pay by instalments, subject to our terms and conditions. Payment by instalments does not reduce the commitment of students to pay the course fees in full. Students who are in default on instalment agreements will be required to pay subsequent fees before any future enrolment is accepted. This service is managed by Oriel Receivables Limited, trading under the name of FlexEd.

The College also offers other products and services to students, staff and visitors for which charges are made. Details are available on the College website or by contacting Reception.

In the exceptional circumstances referred to in this Policy, the College may refund the amounts paid, or waive the amounts payable, in respect of the products and services which it provides, or agree to provide an alternative product or service.

2. PURPOSE

This Policy is intended to ensure that the College treats all students and other customers who may be entitled to a refund in a fair and consistent manner, whilst protecting the College from financial loss.

3. SCOPE

This Policy applies to all students, visitors and members of the public who agree to purchase goods or services from the College, apart from H.E. students. There is a separate policy for H.E. students only.

4. RELATED DOCUMENTS

College Prospectuses
Schedule of Tuition Fees
Financial Regulations & Procedures
Complaints Policy
Application for Refund of Fees
Application for Refund of Fees Due to Dissatisfaction With the Services Provided

5. RESPONSIBILITIES

The Vice Principal (Corporate Services) is responsible for this Policy.

Applications for refunds will be processed by the Finance department.

Managers who are responsible for teams that deal with enquiries from customers regarding the refund of fees and other amounts paid to the College should ensure that staff in their departments are familiar with this policy, including Finance, Cashiers, Reception, The Information Centre, MIS, Exams and Curriculum Teams.

6. RISK ANALYSIS

Compliance with this Policy will ensure that:

- The College collects all income due
- The College's income is sufficient to cover its expenditure
- The College treats all customers fairly and consistently
- The College acts openly and transparently
- The College honours its contracts
- The College complies with customer protection legislation

Those staff responsible for implementing this Policy will receive appropriate training and all Managers will be given a copy.

7. EQUAL OPPORTUNITIES IMPACT ASSESSMENT

An Equal Opportunities Impact assessment has been completed for this Policy.

8. DATA PROTECTION

In order to apply this Policy, the College may record details of the amounts received from customers and it will store that data for a period of six years. The College is registered under the Data Protection Act.

9. PROCEDURE

9.1 Eligibility

(a) Cancellation of Course

If the College cancels a course, or changes the time at which the course is due to take place (as published in the prospectus) then the College will refund all payments made by students in connection with that course for the academic year in which the course is cancelled.

If a student cancels their application for a course before the date of the first class, all amounts paid in connection with that course will be refunded, less a college administration fee. This administration fee for 18/19 is set at £30; this will be reviewed annually.

(b) Student Withdrawal (non SFE loans students)

If a student withdraws from a course during the first term of a course, the student may apply for the tuition fees paid or payable to be transferred to another course offered by the College in the same academic year or in the following academic year. The fee transferred will be pro rata to the number of whole terms remaining when the student withdraws.

Alternatively, vouchers of an equal value will be issued to be used on any course in the following academic year.

For courses of less than one term, no refunds or vouchers will be given.

Exam fees, awarding body registration fees and deposits paid for materials, equipment or educational visits will only be repaid if the College has not incurred the cost.

(c) Student Transport

A full refund will be paid if a transport pass is surrendered within three weeks of issue. After three weeks no refunds will be given as the College will then be committed to its arrangements with transport suppliers.

(d) Other

If any person is not satisfied with any product or service supplied by the College they should follow the guidance given in the College's Complaints Policy. A refund will be made if the complaints procedure has been followed and the College is at fault.

(e) SFE loans funded students (Further Education – Advanced learning loans)

Students who indicate that they will fund their course with a loan from the Student Loan Company (SLC).

For students who are funded by SLC tuition loans for Further Education, it is expected that they will produce their SLC funding approval letter at the point of enrolment. In this instance this approval letter will be accepted as full payment of fees.

If the SLC funding approval letter has not been received by the time the student enrolls the student will be required to complete a direct debit mandate at enrolment for 4 payments to start 7th December 2018 and the last payment to be processed 15th March 2019. The full fee must be collected before the end date of each year of the course. It is imperative that students understand they will not be allowed to attend in January and thereafter should they not have their SLC loan in place and will only be allowed to resume their studies upon payment of the fees in accordance with the above.

If a student withdraws from the course, the SLC ceases making payments to the College immediately. Therefore the student shall be liable for any remaining fees not paid by the SLC. The student will be invoiced with payment due in 30 days.

It is therefore important that students who enrol on a course with the support of the SLC complete their course to avoid being liable for some of their fees immediately.

(f) Two Week Cooling off Period

With regards to both points 9.1(b) and 9.1(e) above, the College operates a two week "cooling off" period starting from the latter of either the date of enrolment or the start date of the course enrolled upon. Within this period, a student can withdraw without liability other than a 10% administration fee (10% of full cost of the course), but must have attended at least two lessons to be eligible. After this period, the student becomes liable for any outstanding fees in full, subject to the terms of 9.1(b) and 9.1(e) above.

9.2 Applying for a Refund or Transfer

All claims must be made in writing on the appropriate form, which may be obtained from the College. All claims must normally be made within 28 days of the date of withdrawal.

All claims must be supported by evidence of payment.

The College will normally inform all applicants of the outcome of their claim in writing within 28 days.