

South Thames Colleges Group

REFUND POLICY

Refunds are only granted under certain circumstances and in accordance with this policy. The Refund Policy has been developed to enable staff and students to understand the limited circumstances where a refund of fees paid, or cancellation of fees due will be considered.

This policy does not deal with Higher Education student fees. Refunds for HE students is covered by the ‘Withdrawing Undergraduate Students Fee policy’.

Refund policy for home students on long (over 24 weeks) funded courses

A full refund of your course fees will be made if:

- The course is cancelled or significantly amended by the College
- You withdraw your application before the course starts

A partial refund of course fees will be made if:

- You have overpaid
- You withdraw from the course within the first six weeks of the course starting and the college has not paid any charges on your behalf
- The Head of School considers there are exceptional circumstances

The following are **not** considered exceptional circumstances and will not automatically entitle you to a refund:

- You change your mind about enrolling on the course
- You change occupation
- You move away

The amount of the partial refund will be:

- Such sum as the Head of School considers appropriate

Policy Title: Refunds Policy	Staff Member Responsible: Director of Finance
Version: Final	Review Date: September 2019

Refund policy for home students on short (under 24 weeks) funded courses

A full refund of your course fees will be made if:

- The course is cancelled or significantly amended by the College
- You withdraw your application before the course starts

A partial refund of course fees will be made if:

- You have overpaid
- You withdraw from the course within the first two weeks of the course starting and the college has not paid any charges on your behalf
- The Head of School considers there are exceptional circumstances

The following are **not** considered exceptional circumstances and will not automatically entitle you to a refund:

- You change your mind about enrolling on the course
- You change occupation
- You move away

The amount of the partial refund will be:

- Such sum as the Head of School considers appropriate

Refund policy for students on Full Cost Courses

A cost recovery or full cost course is one where there is no additional source of funding (i.e. from Funding Bodies). The tuition fees paid by the students on these courses have to recoup all the costs of the course and contribute to the fixed costs of the college. Therefore, there are no refunds on full cost courses, except in the following circumstances.

Exceptions:

- The course is cancelled or significantly amended by the College
- You withdraw your application before the course starts and your place can be refilled

In the above instances, fees will be refunded in full.

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Refund policy for International Students

Deposits from international students are non-refundable except in the following circumstances:

- Your visa is refused – a deduction of £500 will be made to cover administration costs
- The course is cancelled or significantly amended by the College – the administration charge will not be made in this instance

Tuition fees for international students are non-refundable and non-transferrable unless:

- You have overpaid
- Or the Head of School considers there are exceptional circumstances

The following are **not** considered exceptional circumstances and will not automatically entitle you to a refund:

- You change your mind about enrolling on the course
- You move away to another area

The amount of the refund will be:

- The fees paid for complete terms not yet started, minus the deposit, minus any charges the College has paid on your behalf
- A student will be considered to have started the term, unless written notification of the student's intention not to continue is received before the first day of the relevant term
- Such sum as Head of School considers appropriate

Online and Telephone Enrolments

- For enrolments that are completed wholly on-line or via telephone, the distance selling regulations apply. The College complies in full with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and will provide a full refund of any fees paid if a cancellation is received within fourteen days of the initial enrolment, and before the course has started.
- In circumstances where the course starts within the fourteen day cancellation period, the refund given will be adjusted to reflect the proportion of the course delivered at the point of cancellation.
- Once the fourteen day cancellation period has elapsed the College standard refund policy will apply.

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