



Fee Refund & Recovery Policy

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Fee Refund & Recovery Policy

1. Introduction

The Fee Refund and Recovery Policy has been developed to provide clarity regarding the College's position on the recovery of fees, the measures taken to recover fees and the limited circumstances in which refunds of fees will be considered.

Scope

The Refund Policy applies to ALL fees charged by the College

2. Withdrawal

- 2.1. Students who withdraw from a long course (duration more than one term) in advance of the course start date are entitled to a full refund, less an administration fee of £54.
- 2.2. Students who withdraw from a short course (duration of course 1 term or less) will not be entitled to a refund.
- 2.3. Students who withdraw from the course within the first two teaching weeks from the start date of their course will be entitled to a refund of 50% of the course fees (with the exception of 2.2 above). Where fees paid in advance are less than 50% of the course fees, the balance will remain payable.
- 2.4. Students who withdraw from a course after two weeks following the start date of the course, will not be entitled to a refund and any outstanding fees will remain payable.

3. Course Cancellation

- 3.1. If the College cancels a course, or the course does not start due to lack of student enrolment and there is no suitable alternative, a full refund will be given.

4. Course Rescheduling

- 4.1. If the College reschedules a course for a different time or day and this is not convenient for the student, a full refund will be given. No refund will be given for change of College delivery site or change of Tutor.

5. Requests for credits or refunds relating to illness

- 5.1. If a student becomes ill during the course they may apply for a refund if the condition is permanent and prevents them from continuing. Medical evidence will be required in the form of a doctor's note or equivalent.
- 5.2. If the condition is temporary then a credit will be issued to permit the student to re-enrol at a later date (credits will be valid for 2 years). The refund or credit will be calculated on a pro rata basis from the date of the last class attended.
- 5.3. Exam fees are not refundable.
- 5.4. Under no circumstances can a credit note be converted into a refund.
- 5.5. Students with a disability, which may prevent them from continuing their course, may be entitled to a refund based on 5.1 / 5.2 above.

6. Requests for refunds relating to general absence

- 6.1. The College is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reason for not being able to attend the course. Any outstanding fees in these circumstances will remain payable.

7. Requests for Refunds relating to withdrawal at College discretion

- 7.1. Where failure by a student to adhere to College policies (e.g. attendance, behaviour, discipline etc.) results in the withdrawal of a student by the College, no refund will be payable and any fees outstanding in these circumstances will remain payable.

8. Requests for refunds due to quality issues

- 8.1. If a student is dissatisfied with the course and Faculty Director cannot resolve the issues, then a complaint should be submitted in accordance with the College Complaints Procedure (available on the College website - <https://www.lcb.ac.uk/complaints-procedure/>). The College must be given the opportunity to address any issue that has arisen. If the complaint is upheld the College may consider the fees paid.

9. Refunds for Sponsored Students

- 9.1. A sponsor of a student at the College (for instance an employer paying for an employee) may apply for a refund if the above criteria are met.

10. Further Education (FE) / Higher Education (HE) Students

- 10.1. Any student who leaves within the first two weeks of their course will not be subject to any fees and will be entitled to a refund of any fees that have already been paid.
- 10.2. Any student who leaves after the first two weeks of their course will be liable for the proportion of the fees up to the end of the calendar month in which they withdraw.
- 10.3. Refunds will only be given for any full remaining calendar months of the course. Only in exceptional circumstances will the College consider reviewing individual situations, for example in cases such as a serious illness (etc.).
- 10.4. Any full-time student who has a Tuition Fee Loan will become liable for a percentage of the Tuition Fee Loan at the start of each term. Any part-time student will be liable for the first instalment of the Tuition Fee Loan after they have been on the course for two weeks. Students become liable for future instalments at the start of the second and third terms of their course, as shown in the table below. Students will remain liable for this amount even if they withdraw, transfer or suspend their studies to a later date.

- 25% of the Tuition Fee Loan at the start of Term 1
- 25% of the Tuition Fee Loan at the start of Term 2
- 50% of the Tuition Fee Loan at the start of Term 3.

11. Recovery of Fees

- 11.1. The College will take all reasonable measures to recover all outstanding fees due.
- 11.2. In the event that fees, including where appropriate co-financed levy payments, are not paid within agreed timescales or instalment plans, the College will first send a written reminder. Students in financial difficulty should contact the College's Finance Team at the earliest opportunity to discuss alternative payment arrangements.

- 11.3. The College reserves the right make use of debt recovery specialists to support the recovery of outstanding fees and include the reasonable costs of recovery as part of the overall reclaimable debt.

12. How to Claim a Refund

- 12.1. If the above criteria for a refund have been met, please complete a refund request form.
- 13.2 All refund requests must be notified in writing to the Finance Manager in the Finance Office. The effective date for any refund is the date of receipt by the College.
- 13.3. Please note, all refunds requested are subject to further investigation by the College and employer, student or member of staff may be contacted to provide further documentation should the above not be acceptable to the College.

13. Payment of Refunds

Any payment of a refund approved by the College will be made as follows in accordance with the original method of payment by the relevant payer:

- Credit/ Debit Card/Recurring card payments, including on-line payment

Approved refunds will be made directly back to the card from which it was paid.

- Bank Transfer Approved refunds will be made directly back to the bank from which it was paid.
- Cheque Approved refunds will be made by BACS to a UK sterling bank account providing the cheque was from the same account. Bank details should be supplied.
- Cash Approved refunds will be made by BACS if it is to a UK sterling bank account or by bank transfer. Bank details should be supplied.