

Fees & Refunds Policy 2016/17

1 Policy objectives

1.1 This Policy outlines the arrangements for payment by instalments and refunds.

2 Instalment payments for courses (other than employers)

2.1 Instalment payments are available on courses of more than one term. There are no instalment payments available on "short" courses of one term or less.

2.2 Instalment payments are available to learners on courses where fees are over £100.

2.3 Learners can arrange to pay course fees in instalments by direct debit.

2.4 For payment by instalments, learners on a 3 term course will be required to pay 20% of the fee on enrolment and the remainder in 4 equal instalments during the academic year. Learners on a 2 term course will be required to pay 25% of the fee on enrolment and the remainder in 3 equal instalments during the academic year. These arrangements are summarised in the table below.

Length of course	Instalments				
	1st (Payment on enrolment)	2nd	3rd	4th	5th
3 term course starting September	20%	20% 1 Nov	20% 1 Dec	20% 1 Feb	20% 1 Mar
3 term course starting January	20%	20% 1 Mar	20% 1 Apr	20% 1 May	20% 1 Jun
3 term course starting April	20%	20% 1 Jun	20% 1 Sep	20% 1 Oct	20% 1 Nov
2 term course starting September	25%	25% 1 Nov	25% 1 Dec	25% 1 Feb	
2 term course starting January	25%	25% 1 Mar	25% 1 Apr	25% 1 May	
2 term course starting April	25%	25% 1 Jun	25% 1 Sep	25% 1 Oct	

2.5 Learners requesting payment by instalments will need to bring with them cash or a credit/debit card to make the first payment together with their bank account details to set up a direct debit for the remaining payments.

2.6 For payment by instalments, the % of fees payable and the dates of payments are as set out in the table in paragraph 2.4 above.

3 Refunds

- 3.1 The College reserves the right to cancel any course where there is insufficient recruitment to make the course viable. In these circumstances, the College will refund in full any fees or other charges that have been made.
- 3.2 Fees are normally only refunded for the reasons stated in 3.3 below and normally only a proportion of the fee will be refunded dependent upon the number of classes the learner has attended. An additional administrative fee of £30 will be applied where the refund is not as a result of the College cancelling or significantly changing the course.
- 3.3 Refunds will be made where
- The course is not, in the event, offered by the College in the current academic year
 - The course is cancelled by the College
 - There is a significant change in the published arrangements for the course
 - The learner is offered a provisional place or conditional offer and, in the event, does not meet the specified conditions for entry
 - A refund for consumable items will only be considered if the learner has not received the consumable item
- 3.4 Refunds are not normally given if a learner decides to stop attending the course, unless there are exceptional personal circumstances, eg where a learner has a medical condition or illness that prevents them from continuing on the course. In this case, the learner will be expected to provide a medical certificate certifying this is the case before a refund is agreed.
- 3.5 Learners applying for a refund will be required to complete an "Application for Refund of Fees" form available from College Finance Office on 020 8501 8129 or Room 216.
- 3.6 All applications for refunds must be made to the College within 6 weeks of the learner withdrawing from the course. Applications received outside of this time will not be considered.

4 Non-payment of fees and other charges

- 4.1 All relevant fees and charges are payable at the time of enrolment, unless the learner is paying by instalments, in which case the agreed first payment will be paid at the time of enrolment.
- 4.2 If a learner defaults on an instalment payment an additional administration fee of £10 will be charged each time a payment is missed. Learners who are having difficulty meeting the payment deadline should discuss their situation with the Finance Department in Room 216 at the College in Forest Road at least 2 weeks in advance of the next instalment collection.
- 4.3 If a learner fails to pay their fees and other charges in full, the College reserves the right to withdraw the learner from the course and/or withhold their Examination Certificates until such time as the outstanding debt is paid in full.

- 4.4 The College reserves the right to refuse to re-enrol any learner in future years if any outstanding debt still exists.
- 4.5 If a learner withdraws early from a programme and does not meet one of the refund categories above, the College will pursue the learner for any unpaid fees and/or charges.
- 4.6 If a learner withdraws early from a programme supported by a loan from the Student Loans Company (and does not meet the criteria for a refund identified in section 3.3 above) the learner will be liable to pay any fees or other charges remaining for their course to the College.

5 Disclaimer

- 5.1 The College reserves the right to amend the information set out in this Policy.
- 5.2 Whilst every effort has been made to ensure the information in this Policy is correct at the time of publication, funding agencies may alter arrangements at short notice and this may result in additional fees and charges being incurred by the learner.