

Refund of Course Fees

In most circumstances a refund will not be issued, however, in some cases learners may be entitled to request a refund of course fees.

- **Cancelled Courses**
If a course is cancelled by the College (to be confirmed by the Head of Faculty) the learner will be granted a full refund.
- **Non-Starters**
If a learner enrolls but does not attend (to be confirmed by the Faculty) the learner may be granted a refund less £25.00 administration charge.
- **Withdrawal from Course**
In certain circumstances a refund may be available.
- **Examination Fees**
 - **Once a student has been entered for an examination, the student will be liable for the fees**
 - **and no refund will be awarded.**
- **Full Cost Recovery Fees**
 - **No refund will be awarded unless the College cancels the course.**
- **International Learners**
 - Please see separate refund fee policy.
- **Learners in receipt of benefit**
 - Learners who produce valid fee remission evidence will receive a refund of any eligible
 - course fees paid.
- **Overcharge**
 - If any course fees are reduced after enrolment the learner will be refunded the difference.
- **Exceptional Circumstances**
 - SMT may agree a refund in exceptional circumstances.

All learners issued with a refund will be requested to return their I.D card.

Process if eligible for refund

1. Learners request a refund request form available from the centre cash office.
2. Learners complete the form and return it to the cash office, together with their receipt, if no receipt is available, cash office staff will check the EBS system for payment details.
3. Cash office staff will confirm payment transactions and process the refund request.
4. If the refund is authorised by the faculty head/budget holder, the payment will be processed by the finance department.

If the refund is declined the learner will be advised of the decision by the faculty. All learners issued with a refund will be requested to return their I.D card.