

Tuition Fee Refund and Withdrawal Procedure

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Responsibility for Contents	Director of Operations
Responsibility for Review	Student Administration Manager
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Primary Contact	Student Administration Manager

1.0 Procedure Statement

The College will administer tuition fee refunds and withdrawals in a fair, consistent and straightforward manner for all learners.

The default position of the College, as noted in relevant publications, is that **tuition fees are non-refundable**. Refunds will only be made where the impact upon College finances is acceptable and where this has been authorised by the Director of Operations or appropriate SMT member.

2.0 Responsibility for the Implementation of this procedure

- Student Administration Manager
- Student Administration Officer – Fees
- Student Administration Staff

3.0 Introduction

The purpose of this procedure is to outline the responsibility of administrative staff involved in the assessment and processing of tuition fee refunds or in calculating tuition fees due when a learner withdraws from a course. It is not College policy to refund fees automatically.

3.1 Fees must be paid in full in advance of the course starting unless eligible to pay fees by direct debit or payment plan. Where a learner has paid for course fees and fails to attend, tuition fees are non-refundable except under the following circumstances:

- a) Where the College decides that a course will not be delivered due to lack of learner numbers or for some other reason.
- b) Where the College changes the day/time of a course and the learner is therefore unable to attend.
- c) Where the learner was unaware of his/her eligibility for a tuition fee waiver at time of enrolment. Learners will be advised that a full refund will be made when documentary evidence is produced.
- d) Where the learner has paid part or all of their tuition fees pending confirmation of bursary/grant. Learners will be advised that a full refund will be made when documentary evidence of award is produced.

3.2 A request for a refund must be made in writing to the Student Administration Manager at student.records@forthvalley.ac.uk. Refunds may be considered under the following exceptional circumstances:

- a) Where serious disability/illness/accident to the learner or any dependants (including necessary child-minder where appropriate) results in the learner being unable to continue their studies (medical certificate may be required). The refund will be calculated on a proportional basis depending upon how far progressed the course is at the time of notification.
- b) Any other circumstances will be at the discretion of the Director of Operations

This procedure does not apply to tuition fees paid by the Student Awards Agency Scotland (SAAS), as there are contractually agreed refund terms in respect of these tuition fees. Applications for refunds from International learners are also outwith the scope of this procedure. Refunds in these matters will be at the discretion of the Director of Operations, and are outlined in the International process and procedures documentation. Cancellation of Commercial course bookings are covered by the Commercial and Skills Team Cancellation Procedure and are also out with the scope of this procedure.

4. Refund Procedure

Where it has been decided to award a refund, the following rates will apply:

For students on a full-time course:

Circumstance	Refund
Course cancelled or altered by College / Fees paid by other source	Full refund
Will be charged for weeks attended until end of block 1	£35 per wk (HNC/HND) £50 per wk (Degree)
If Learner has attended in block 2	Full tuition fee to be charged

For students on a part-time course:

Circumstance	Refund
Course cancelled or altered by College / Fees paid by other source	Full refund
Will be charged for weeks attended	Proportional fee

The percentage of the course, which has been attended, will be determined based upon the learners last date of attendance as per the College's attendance recording system, against the number of weeks of the course. For full-time advanced learners this will be in proportion to course fee determined by SAAS. This information is held on the College's Student Records Systems and will be calculated by the Student Administration Team.

5. Application for Refunds

Where the reason for a refund is not contained within Section 3.1, an application for a refund must be made in writing to the Student Administration Manager at student.records@forthvalley.ac.uk.

Applications for refunds from Commercial and International learners are not subject to the scope of this procedure. Refunds in these matters will be at the discretion of the Director of Operations and are outlined in the International process and procedures documentation.

6. Timing of Refunds

The Student Administration Team will ensure that refunds are made within 15 working days of receiving full details of a refund claim. Payments will be refunded via the original payment method.

7. Discretionary Refunds

Only in exceptional circumstances will the Director of Operations or Student Administration Manager use their discretion in awarding a refund or fee waiver.

8. Appeals

If a learner wishes to appeal against a refund decision, they should do so in writing to the Student Administration Manager including as much corroborating evidence as possible. All appeals will be dealt with by the Director of Operations based on the information received. The Director of Operations will formally notify the learner of their decision within 15 working days of the appeal being received.

9. Other relevant policies

Other policies that are relevant to the Tuition Fee Refund and Withdrawal Procedure are:

- Tuition Fee Procedure
- Fee Waiver Policy
- Equalities Policy

10. Impact Assessment

This procedure has been screened to determine equality relevance for the following equality groups: gender, race, disability, sexual orientation, religion or belief, age or other characteristics. The procedure is considered to be equality relevant for these groups. A full impact assessment will be completed when the procedure is reviewed at the procedure review date.

We welcome feedback on this Procedure and the way it operates. We are interested to know of any possible or adverse impact that this procedure may have on any groups in respect of gender, race, disability, sexual orientation, religion or belief, transgender status, age or other characteristics. This procedure will be evaluated for impact assessment at its next review. If you wish to give feedback relating to this Procedure please email: equality@forthvalley.ac.uk