

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 students.

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 student 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 payment plan. Where a student has paid for course fees, or where an employer is paying fees for the student, 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 student numbers or for some other reason.
- b) Where the College changes the day/time of a course, and the student is therefore unable to attend.
- c) Where the student was unaware of his/her eligibility for a tuition fee waiver at time of enrolment. Students will be advised that a full refund will be made when documentary evidence is produced.
- d) Where the student has paid part or all of their tuition fees pending confirmation of bursary/grant. Students will be advised that a full refund will be made when documentary evidence of award is produced.
- e) Where the student withdraws from a full-time Higher Education course, refunds will be calculated as per our Refund Procedure (Point 4.1)

3.2 Course fees paid via a payment plan must be paid in full, even where student withdraws from the course prior to end date (with the exception of those considered under Section 3.1 (e).

3.3 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 student or any dependants (including necessary child-minder where appropriate) results in the student 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 (SAA), as there are contractually agreed refund terms in respect of these tuition fees. 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

The following criteria applies:

4.1 For students on a Full-time Higher Education course:

Circumstance	Refund
Course cancelled or altered by college or Fees paid by other source (alternative funding)	Full refund
Withdrawal prior to end of Block 1 (Mid January), will incur fees for weeks attended* - For further information on term dates click here	£35 per week (HNC/HND) £50 per week (Degree)
Recorded attendance in Block 2 (Mid January – end of Session), will incur full tuition fee- For further information on term dates click here	No refund or credit

4.2 For full time international students who require a study visa:

Circumstance	Refund
Tuition Fees paid	No refund or credit

4.3 For Full time Rest of the UK (RUK) / International fee payer:

Circumstance	Refund
Course cancelled or altered by college or Fees paid by other source (alternative funding)	Full refund
Withdrawal prior to end of Block 1 (Mid January), will incur fees for weeks attended* - For further information on term dates click here	£225 per week
Recorded attendance in Block 2 (Mid January – end of Session), will incur full tuition fee- For further information on term dates click here	No refund or credit

4.4 For students on an Evening/Part-time course or Summer Club:

Circumstance	Refund
Course cancelled or altered by College or Fees paid by other source (alternative funding)	Full refund
Student cancels course 10 or more working days prior to course start date	Full refund
Less than 10 working days prior to course start date	50% refund
Non-attendance or withdrawal on or after course start date	No refund

4.5 For students on a Chartered Institute of Personal & Development (CIPD)/CMI Management course or Flexible Learning course

Circumstance	Refund
Course cancelled or altered by College or Fees paid by other source (alternative funding)	Full refund
Withdrawal after course start date or online access of materials will incur full tuition fee	No refund or credit

- * The percentage of the course, which has been attended, will be determined based upon the students last date of attendance as per the College's attendance recording system, against the number of weeks of the course. For full-time advanced students 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, who will consider the circumstances on a case-by-case basis. The Student Administration Manager will formally notify the student of their decision within 15 working days of the application being received.

Applications for refunds from Commercial contracts/students are not subject to the scope of this procedure. Refunds in these matters will be at the discretion of the Business Support Manager and should be made in writing to training@forthvalley.ac.uk

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 Student Administration Manager or Director of Operations use their discretion in awarding a refund or fee waiver.

8. Appeals

If a student wishes to appeal against a refund decision, they should do so in writing to the Director of Operations at student.records@forthvalley.ac.uk, 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 student of their decision within 15 working days.

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