

Kensington & Chelsea College

Fee Refund Policy

*Last Updated 20th April 2006 by Richard Lane, Director of Resources
Approved by CMT 2nd May 2006
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1 General Principles

Most of the courses which the College offers are subsidised. When a learner withdraws from a course after it starts the College loses funding and cannot usually recover the situation by recruiting more learners. If the course becomes unviable we may also have to close the course and refund fees to other learners. In light of this it is not unreasonable for the College to refuse refunds to learners who withdraw from a course because their own circumstances or wishes have changed.

Having said this, the College benefits from the goodwill of the community and wants to foster this and encourage learners to enrol on courses. In circumstances where a learner is withdrawing because of a change made by the College or where the College does not stand to lose funding it is reasonable to refund in full or in part the fees paid and to do so with the minimum of bureaucracy.

These guidelines only relate to fees paid at enrolment. Fees paid for specific materials during the course are not refundable.

It is very important that all lecturing and Reception staff are aware of this policy and that the key points are communicated to students before they enrol so that they are not disappointed later. Each manager is responsible for ensuring that this is the case.

2 Detailed Rules

In all circumstances a transfer to another course should be offered before a voucher and a voucher should be offered before a cash (i.e. cheque) refund (in circumstances where the learner is eligible for a cash refund).

The following list details the learner's maximum entitlement, depending on the circumstances of their withdrawal (where a cash refund is considered a higher entitlement than a voucher and a voucher is higher than a transfer). Note that special rules apply for [Overseas Learners](#). HE Learners are treated the same as FE learners.

2.1 Refund is not due to a change in the learner's circumstances

- The College has closed a course for a learner or changed the date, time or venue of the course and as a result the learner can no longer attend – 100% cash refund.

- The College overcharged the learner in error (for example if there is a discrepancy in the fee advertised in publicity material or a learner claims a concession after enrolling and is entitled to it when the course commences) – 100% cash refund.

2.2 Refund is due to a change in the learner's circumstances

- The Learner withdraws 2 weeks or more **before** course starts – 100% cash refund.
- The Learner withdraws less than 2 weeks **before** course starts – £10 admin. fee deducted from 100% cash refund.
- The Learner withdraws up to 2 weeks **after** the course starts - transfer or voucher for 100% of value of course less £10 admin.fee. No cash refund.
- The Learner withdraws up to 4 weeks **after** the course starts - transfer or voucher for 50% of value of course less £10 admin.fee. No cash refund.
- The Learner withdraws more than 4 weeks **after** the course starts – transfer at discretion of Head of Dept. No entitlement to a voucher or cash refund. Transfers are not given after half of the course has been completed.

A change in personal circumstances, learner's view that the course is not as advertised, change in lecturer are considered to fall into this category rather than 2.1. Unauthorised absence for 4 consecutive classes is deemed to constitute withdrawal for subsidised courses, since the College loses Government funding in these circumstances.

Enrolments are transferable to other people before the start of the course or at the beginning of the course. If a learner arranges a substitute who is acceptable to the College (i.e. meets entry requirements and passes interview, where relevant) then there will not normally be a refund of fees issue for the College (unless the substitute is entitled to a concession – this should be checked). In all other respects the case should be treated the same as if a learner's circumstances had changed.

2.3 Additional Entitlement and Rules Concerning Vouchers

If less than 2 weeks notice of a course closure or change in time or place is provided then learners can claim an additional £10 voucher as compensation for inconvenience. Learners are entitled to the extra voucher whether they accept a transfer, a voucher or a refund in recognition of course fees paid. Vouchers should not be given if a refund is due to overcharging.

Learners are also eligible for a £10 voucher for inconvenience if a class is cancelled on the day because a lecturer is absent or if a learner cannot attend because the College gave incorrect information about time or venue.

If only part of the value of a voucher is used then a new voucher may be given in 'change' but it must have the same expiry date as the original, and should show whether it has already been transferred once.

Vouchers are transferable. However a voucher may only be transferred once. The original recipient should fill in the transfer section on the voucher itself. Transferring a voucher does not change its expiry date, which is 12 months from the date of issue. Vouchers are made transferable to encourage new learners to enrol on College courses. The College does not broker the sale of a voucher to a student on the waiting list.

Vouchers can be bought as gifts. In this case they are issued in the name of the recipient. Learners can use more than one voucher towards paying for a course.

If a course is paid for with a voucher, then refunds are only available in voucher form irrespective of the circumstances (i.e. it is not possible to convert a voucher into cash by enrolling on another course and then withdrawing before the start or hoping the course will be closed).

2.4 Transfers

Learners wishing to transfer to a course with higher fees must pay the difference. Learners withdrawing after 4 weeks are not automatically entitled to a transfer or voucher. Learners are only entitled to one transfer for each enrolment.

3 Evidence/Procedure

3.1 Request

Learners eligible for a refund or asking for a refund should be given a [Refund Form](#). The learner completes the first section and hands it in at Reception.

3.2 Checking

Receptions are responsible for checking the learners refund claim. In particular they should check attendance and reasons for the request (where these are course closure, change or overcharge, AE course withdrawal or withdrawal before start – ‘tick box’ reasons).

3.3 Authorisation

Refunds or partial refunds which relate to a straight forward course closure, change or overcharge may be authorised by the Reception Team Leader. All other refunds must be referred to the Head of Department for authorisation.

3.4 Payment

Receptions may pay refunds authorised by the Receptions Team Leader up to a maximum of £500 (other than those payable by cheque). All other refunds must be paid by the Finance Department.

[Vouchers](#) are issued from a pre-printed, pre-numbered duplicate book and are signed by two reception staff including the Reception Team Leader. The top copy is given to the learner, the second remains in the book.

4 Special Rules for Overseas Learners

Overseas learners may require evidence of acceptance on a course in order to apply for an exit visa from their country. A letter of acceptance should be provided in these circumstances. This letter should clearly state that it is not a Home Office letter.

Overseas learners may also require evidence of acceptance and a receipt for fees paid to obtain a UK study visa. Full payment should be receipted in the normal way. The College must write to the Home Office if an overseas learner who has been provided with a Home Office letter withdraws from their course.

In either of these cases a place should be reserved until the course commences on payment of 10% of the course fee or £100 if this is less. This is a non-refundable deposit. It is not additional to the published fee.

Overseas Learners pay much higher fees than people from the UK or EU. Their personal circumstances can also be more complicated. The College therefore offers different refund terms to Overseas Learners on multi-term courses.

- Overseas Learners claiming a refund for **reasons other than a change in their circumstances**, withdrawing before the class starts are entitled to the same refund terms as UK/EU Learners (see [2.1](#) above) – except that they also lose their 10%/£100 non-refundable deposit.
- Overseas Learners claiming a refund **due to changes in their circumstances** (including non-renewal of a visa) are entitled to a 30% cash refund for each complete term missed. Put another way, they pay 10% + 30% for each completed or partially completed term.

Refund Policy

Refund is due to a change or error made by the College or late concession claim	
All Learners	
College cancelled course or changed date, time or venue	100% cheque/card refund.
Overcharge error or late fee concession claim	100% cheque/card refund (to the value of the error or late claim).

Refund is due to change in the Learner's circumstances (withdrawal) or another reason				
All UK and EU Learners + Overseas Learners on One Term Courses				
Withdrawal before course starts	2 weeks or more before – 100% cheque/card refund		Less than 2 weeks before - 100% cheque/card refund less £10 admin. charge.	
Withdrawal after course starts	Up to 2 weeks after – transfer or voucher for 100% less £10 admin. fee. No cheque/card refund.	Up to 4 weeks after – transfer or voucher for 50% less £10 admin. fee. No cheque/card refund.	More than 4 weeks after – transfer for 25% at the discretion of the Head of Dept. No cheque/card refund.	More than half way through the course – transfers are not permitted. No cheque/card refund.
Overseas Learners on Multi-term Courses				
30% cheque refund for each term completely missed (e.g. withdrawal during autumn term = 60% refund since Spring and Summer Terms missed).				

Unauthorised absence for 4 consecutive classes is deemed to constitute withdrawal for subsidised courses.

Refund Form

PART A: REQUEST - TO BE COMPLETED BY LEARNER

ORIGINAL RECEIPTS MUST BE ATTACHED TO THIS APPLICATION

First Name _____ Last Name _____

Learner Number _____ Date of Birth _____

Address _____ Post Code _____

Course code _____ Course title _____

Site _____ Day _____ Time _____

Fee paid £ _____ Refund claimed £ _____

Reason for refund request

- Course cancelled/change in venue, date or time
- Overcharged
- Withdrawal before start: Date _____
- Other (please describe. Continue on the back of the form if necessary)

I would like my refund in the form of a: Voucher Credit/Debit Card Refund Cheque

I claim my extra £10 voucher (course closure/change with less than 2 weeks notice)

Signature _____ Date _____

PART B: CHECK - TO BE COMPLETED BY BRANCH ADMINISTRATION

Total number of classes ____ Number attended ____ Date of last attendance _____

Fee(s) paid £ _____ Refund due £ _____ Calculation basis _____

Withdrawal/transfer form prepared Form sent to Dept / Finance / Team Leader

Branch Administration Signature _____ Date _____

PART C: AUTHORISATION – TO BE COMPLETED BY:

Receptions Team Leader (All refunds where entitlement is clearly within the policy)

or

Head of Department (All other refunds/appeals etc.)

Please refund £ _____ by cheque/card or voucher

Signed _____ Date _____

PART D: PAYMENT - TO BE COMPLETED BY:

Receptions (Card or voucher less than £500) Card / Voucher No. _____

or

Finance (Cheque refunds) Cheque / Voucher No. _____

Actioned by _____ Date _____

PART A: TO BE COMPLETED BY ADMISSIONS

Issued to: First Name _____ Last Name _____

Date of Birth _____ Learner number _____

Why has the voucher been issued?

- Course closed or changed

Details: Course Code _____ Course Title _____

- Achievement refund

- Additional compensation for late notice cancellation/closure/change

- Other circumstances _____

Value of Voucher £_____ (in words) _____

Issued by _____ Authorised by _____

Date issued _____ Date expires _____

PART B: TO BE COMPLETED BY LEARNER IF THEY WANT TO TRANSFER

THE VOUCHER TO SOMEONE ELSE

Please transfer this voucher to _____

Signed (original recipient) _____ Date _____