



REFUNDS POLICY

1 Introduction

East Surrey College assumes that all prospective students will have carefully considered the potential costs involved in taking up a course before making the decision to enrol. These costs will include, but are not limited to:

- course tuition fees payable to the College
- resource fees (e.g. materials for practical sessions) payable to the College
- qualification / registration fees payable to awarding bodies and external organisations.
- other costs that may be incurred for additional educational visits, criminal records bureau checks and other incidental charges where relevant.

2 Refund Eligibility

- If a course is cancelled by the College, all fees (or pro-rated part paid) will automatically be refunded.
- If, following enrolment, additional information and supporting documentation determines a student is entitled to full funding in line with the current year Funding Guidance fees will be refunded.
- If circumstances of illness, or other significant untoward events, mean that the student cannot start or continue with the course, then course, resource and qualification fees may only be refunded at the discretion of the Vice Principal or Deputy Principal. An administration fee of £30.00 will be applied. External qualification fees will not be refunded and a resource fee refund will take account of materials used and / or educational visits experienced.
- Fees will not be refunded where a course closure is temporary due to power failure, extreme weather, sudden staff sickness, fire, flood or industrial action. In the event of a cancelled session, the College will endeavour to ensure that any missed content is covered in the remaining available weeks.
- The College complies with the Distance Selling Regulations (DSRs) regarding the sale of products or services to consumers without face-to-face contact i.e. over the phone / online enrolments, and where the consumer has not had an opportunity to discuss the service in person.
More detailed information regarding the DSR's can be found on the Office of Fair Trading website at: <http://www.legislation.gov.uk/ukxi/2000/2334/contents/made>.

3 University/Higher Education Programs of Study

The relationship between Higher Education students and the College is governed by consumer law. The Competition & Markets Authority provide advice on the information that needs to be provided to prospective HE students prior to application and between the application and offer stages. Guidance is also given on the complaints handling process and cancellation rights (see DSR's information above) applicable to HE programs.

4 Payment

The College will always endeavour to make refund payments as quickly as possible, but students should be aware that under normal circumstances it may take up to 3 weeks to fully process a refund.

- Refunds are payable by BACS, cheque or credit / debit card.
- Please note we can only process a refund to a credit / debit card if it was the initial method of payment taken, and only to the same card used in that transaction.
- Where a course has been paid for by an Advanced Learner Loan, the College has to inform the Student Loans Company (SLC) via its website of a Change in Circumstance – Fees Charged. The amount is automatically adjusted.
- Cash refunds cannot be made unless in exceptional circumstances authorised by the Vice Principal.

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