

Quality Assurance Policies and Procedures

5.2.1 Course Refund Policy

Policy group: 5. Resources

Strategic Objectives

Prioritise teaching & learning with students at the centre of our decision making

Value our people as positive, skilled and empowered, making real impact on learner outcomes

Embed robust quality & performance measures into our everyday practice

Engage collaboratively with all stakeholders in pursuit of our joint endeavours

STUDENTS FIRST | REWARDING | INSPIRING | EXCELLENT SERVICE | EXCEEDING EXPECTATIONS

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|-------------------|-------------------------------------|-------------------------|-----------|
| QAPP No | 5.2.1 | FORMS | None |
| ISSUE DATE | February 2019 | Last Review Date | |
| AUTHOR | Head of Data & Information Services | Reviewed by | |
| SHEETS | 2 (including cover sheet) | Next review date | July 2020 |

Refunds Policy

- 1. Purpose**
 - 1.1 The purpose of this document is to provide clarity of the refund policy to all students.

- 2. Principles**
 - 2.1 Unless there are exceptional circumstances (as stated in section 3 below), course fees will be refunded only if the course is cancelled by the College.

- 3. Procedures**
 - 3.1 Requests for refunds can be sent by email to Enrolment@gcfe.net; in person to the student's tutor; or in writing to the Principal's Office.
 - 3.2 After a course has started, if a student withdraws from a course due to serious medical illness, a pro-rata refund will be made for tuition costs only on the presentation of either a medical certificate or letter from the doctor. Refunds will not be granted if a student chooses to withdraw partway through the course.
 - 3.3 If the College cancels a course prior to commencement, a student will be entitled to a full refund of their fees.
 - 3.4 A 14-day cooling off period commences the day after the student purchases their chosen course, by telephone, post or online, not after commencement of the course. During this period the student will have the right to cancel the course and obtain a refund minus a £15 administration fee.
 - 3.5 All refunds must be approved by the Internal Finance Committee chaired by the Vice Principal.
 - 3.6 Any requests for refunds based on a complaint about the quality or level of service provided by the College, will be dealt with by the Principal's Office. If the College substantiates the claim, then a refund will be calculated. If the complaint is not substantiated, then a refund will not be issued. Should a student wish to challenge the outcome of a decision, then the student should write directly to the Principal.

Further Information for Students

- 4. Instalment Plans**
 - 4.1 If a student would like to explore the possibility of paying for a course in instalments, then the student should contact the Corporate Customer Services team on +44(0)1481 717000, or the MIS Officer on +44(0)1481 737500.
 - 4.2 Instalment plans can only be arranged with the Corporate Customer Services team, not by a member of staff within the College.