



# Refund and Transfer

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Policy 2021-22

VP Business Success & Head of Student Entitlement

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## 1. Purpose

- 1.1 This policy concerns arrangements relating to the provision of refunds of fees to students, who for one or more of the reasons specified are unable to proceed with the course on which they have enrolled at City of Wolverhampton College or need to transfer courses.
- 1.2 This policy covers all students at City of Wolverhampton College (e.g. Full time, Part time, Apprentices, HE. For clarity, this includes HE students in receipt of a tuition fee loan, who pay their own tuition fees or whose tuition fees are paid by a sponsor).

## 2. Policy - Refunds

- 2.1 A full refund of fees may be awarded to a student in the event of the College cancelling a course on which that student has enrolled and no alternative course is suitable, or
- 2.2 If the student is compelled to withdraw from a course due to one or more of the reasons listed below, before the course has commenced.
  - a student is unable to attend the course due to an amendment to the time at which it is scheduled or to the location at which it will take place
  - a student has a serious medical condition (evidence required)
  - a dependency issue arises within a student's family (evidence required)
  - changes to a student's working hours prevent attendance (evidence required)
  - an entitlement error is made following incorrect assessment at the time of enrolment.
- 2.3 Should a student withdraw from a course after the course start date or fail to attend the course on which they have enrolled, they will **not** be entitled to a refund (including tuition, materials, registration and exam fees).
- 2.4 The period after withdrawal by which a student should submit a request for a refund is determined by the length of the course:
  - 0 – 23 week courses: 1 week
  - 24 week courses: 2 weeks
  - Longer courses: 6 weeks
- 2.5 Payments will be made within 30 working days of a refund request being submitted and approved, it will be paid by BACS transfer into a nominated bank account, details of which to be provided on the Refund Request Form.
- 2.6 In the event of a refund being authorised, Exam Fees will only be refunded if they have not already been paid to the relevant examinations board.
- 2.7 In the event of a refund, consideration will be given to the review of any bursary already awarded so that a student is not financially disadvantaged.

### **3. Process - Refunds**

- 3.1 Course Closure – Head of Faculty informs the Student Hub and Finance of students who are entitled to a refund due to a course closure.
- 3.2 Refunds then proceed in the following way:
- The student completes the Refund Request Form, obtained from the Student Hub (required for audit purposes)
  - The Student Hub Co-ordinator liaises with the Finance team to ensure that the refund is paid within 30 days
- 3.3 In the case of a refund request after the start date of the course the request will be presented to the Discretionary Learner Support Fund (DLSF) Committee. The decision will be provided to the student in writing within seven working days of the meeting.

### **4. Policy - Transfers**

- 4.1 If during your studies your tutor advises that you would be more suited to a different level (higher or lower) than your current level and after discussion you agree to change, a transfer will be submitted to the Faculty Administrator.
- 4.2 Where there are fee implications, students will have their fees adjusted. In the case of additional fees being charged, a new payment plan will be arranged by Student Hub. Where a refund is due, Student Hub will arrange for finance to make the refund payment within 30 working days.
- 4.3 If the student is transferring in to a Level 3 programme and they are eligible for an Advanced Learning Loan, Student Hub will give advice to the student on how to apply.

### **5. Process - Transfers**

- 5.1 A Personal Tutor will complete a Transfer form. For 16-18 Transfer form, there is no fee implications and will be processed by Faculty Administrator.
- 5.2 For 19+, a Personal Tutor or Tutor will complete a Transfer form fully including any changes to fees and MUST be signed by the student so that they are aware of the implications, and then will be processed. The student will be advised to attend the Student Hub to change their fee status on the system.
- 5.3 Student Hub will in the case of a refund, ask the student to complete a Refund Request Form which will be sent to the Finance department to be actioned within 30 working days.
- 5.4 Where fees are to be added to a new financial plan, they will be agreed and put in place. If the student needs to apply for an Advanced Learning Loan, Student Hub will give advice to the student on how to apply.

## **6. Breach of Contract by the College**

- 6.1 The College recognises that there may be rare instances where it fails to meet a contractual obligation that it owes a student. In such circumstances, both the College and the affected student will seek to work together to remedy the issue. In most cases, the remedy will not involve financial compensation. For example, if a substandard service has been delivered, the student may be offered a repeat performance at a reduced price.
- 6.2 Where appropriate in accordance with the principles of consumer and contract law, the College may refund a proportion (or all) of the tuition fees that have been paid by a student and/or make a payment to compensate the student for loss or damage suffered as a result of the College's failure to meet its contractual obligations and may include provision for:
- maintenance costs
  - lost time
  - additional tuition costs
  - travel costs as a result of relocation of provision

## **7. Financial Implications of the Refund and Transfer Policy**

- 7.1 Ultimately the financial implications of the College's Refund and Transfer Policy are supported by the Technical and Further Education Act 2017.
- 7.2 The Act creates a procedure known as an education administration.
- 7.3 The objective of an education administration is to avoid or minimise disruption to the studies of the existing students of the further education body. The means by which the education administrator may achieve that objective include:
- rescuing the further education body as a going concern,
  - transferring some or all of its undertaking to another body,
  - keeping it going until existing students have completed their studies, or
  - making arrangements for existing students to complete their studies at another institution.