

# SUSSEX COAST COLLEGE HASTINGS

## Refund Policy

### 1. Purpose of this document

This document sets out the rules that apply to the specific circumstances where authorisation and payment of refunds of tuition fees to students applies.

For International Students the policy for refunds is separately detailed due to the additional complexities with timings and distance involved.

For Higher Education courses funded through the University of Brighton the policy for refunds is separately detailed below, and is in line with the refund policy adopted by the University.

### 2. Background

The College is required to run courses in a cost-effective manner. This is normally determined by the number of students on a course. Therefore, at the start of a course, if its viability is in question due to insufficient numbers, the College reserves the right to shorten the course hours for the same fee, or as a last resort cancel a course.

As a result the College operates a no refund policy for student or employer cancellations.

### 3. General

If the College cancels the course prior to the date, then the College will provide a full refund, see payment of refunds below.

The College will not refund any fees for absence, late arrival, early departure or illness. In the event a lecturer cancels a class every effort will be made to make this time up. However if the student is unable to make this alternative class no refund is payable.

The College reserves the right to expel a student for serious misconduct without a refund of fees.

A refund of fees can only be made when the College has already received a cleared payment.

A student or an employer may apply for a refund in the following circumstances only –

- the College alters the times or location so that a potential student is unable to attend
- the student withdraws at least 3 weeks before the start of the course

Applications for refunds in these cases need to be made on a Tuition Fee Refund Request form available from Student Services or Finance Departments.

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Where a student wishes to apply for a refund on the grounds of quality, they must first follow the Colleges complaints procedure for consideration. This is available from the Quality Department.

#### 4. International Students

In addition to the provisions set out above, the College will refund money paid to an international student in the event that the student is refused a UK student visa to enter or remain in the UK.

A copy of the refusal from the British Embassy, copies of all pages of your passport and the original documents of admission issued by the College will be required in order to authorise and process the refund.

Cancellations received later than 7 working days after the date of application will not be entitled to a refund. If the College has already issued a Confirmation of Acceptance for Studies (CAS) then the College will cancel the certificate.

After arrival into the UK, no tuition or accommodation refunds can be made.

#### 5. University of Brighton - Higher Education Students

Students who undertake a Higher Education course at the College which is funded by the University of Brighton students are entitled to a refund as follows.

##### Full Time

For students on full time programmes, a pro rata fee is calculated for students who withdraw from a course based on the number of weeks they have been in attendance.

The same process applies for students who intermit their course. Should a student then resume their studies the balance of the fees refunded would be charged for the balance of the course to be delivered.

##### Part Time

Part time students are charged per module, a pro-rata fee is calculated for students who withdraw from a course based on the number of modules attempted.

The same process applies for students who intermit their course. Should a student then resume their studies the balance of the fees refunded would be charged for the balance of the modules to be attempted.

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## General

If a student withdraws within the first 4 weeks of the first term, then no fees will be charged. If a student withdraws in week 5 or later, the following rules are followed:

- Full time students who withdraw or intermit – pro rata fees will be calculated according to the amount of weeks studied.
- Part time students who withdraw or intermit – then a charge will be made only for the modules which have been attempted

## 5. Payment of Refunds

Refunds for course cancellations will be made within ten working days. Refund payments other than International will be made by cheque.

Approved applications on the grounds set out above will be processed by BACS within ten working days of receipt of the appropriate paperwork in the Finance Department.

Under no circumstances will refunds of tuition fees be made in cash, or to any other person or agency other than the original payer.

An administration charge for refund applications will apply as follows:

1. £25 for UK / EU students
2. £100 for International Students (due to additional work required see above.)

## 6. References

The Tuition Fee Refund Request form is available on the intranet or by request from Student Services or Finance.

## 7. Version Summary

Version No.	Eff.from	Change summary (The actual change marked in left margin)	Prep by	Approved by
001a	Sept 2011	Sept2011	Sept 2011	• BD/LJ

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