



REFUND REQUEST FORM (R1 Form)

Do not complete this form if the course was cancelled by the College. You will be refunded automatically.

Please note
The College Refund Policy is provided at the end of this form. Please fully review before completing this form
All refunds are subject to an administration fee of £35
All fields are MANDATORY. If you fail to fully complete the form in full, your refund request will be delayed

		Learner ID:
LEARNER TO COMPLETE – use this form to appeal against the College’s Refund Policy		
LAST NAME:	FIRST NAME(s):	
ADDRESS:	POSTCODE:	
DAYTIME CONTACT TELEPHONE NUMBER :		
COURSE TITLE:	COURSE CODE:	COURSE START DATE: COURSE DURATION :
AMOUNT OF REFUND REQUESTED : £	DATE LAST ATTENDED:	
LEARNER STATEMENT		
Please state your reason for requesting a refund of fees paid. Please supply evidence to substantiate your claim. (If there is not enough space, please use additional paper).		
LEARNER SIGNATURE:	DATE SIGNED:	

If your refund is approved and you would like it to be paid directly to your bank, please complete your bank details below.

Name(s) of Account Holder(s)									
Bank account number (UK bank 8 digits)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> </tr> </table>								
Branch Sort Code (UK bank 6 digits)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>								
Name of your Bank									
Signature of Account Holder									
Signature of Learner applying for refund									

FSD TO COMPLETE

DIRECTOR, FINANCE SIGNATURE:	REFUND APPROVED: YES <input type="checkbox"/> NO <input type="checkbox"/>	DATE SIGNED:
	CREDIT APPROVED: YES <input type="checkbox"/> NO <input type="checkbox"/>	
	£35 DEDUCTION: YES <input type="checkbox"/> NO <input type="checkbox"/>	

USE ONLY FOR APPROVED REFUNDS

REFUND AMOUNT: £	PROCESSED BY:
CREDIT AMOUNT: £	DATE:

College Refund Policy

(Excludes Apprenticeships, Advance Learner and HE Loans)

1. Refund Requests:

1.1 Refund requests are only considered if the following criteria are met:

- Illness – this needs to be significant and will need to be supported by medical evidence e.g. a doctor's letter

Or

- The course duration is greater than 6 weeks with a fee of more than £300 and attendance was less than 10% at the point the learner requests a refund (please note: any refund will be given after deductions of costs already incurred by the College)

And

- The Refund Request Form is submitted within 14 days from the student's last attendance

1.2 Failure to meet the above criteria will result in the refund request not being processed

1.3 All refunds not within the 14 day cooling off period are subject to an administration fee of £35

1.4 Students have the Right to Appeal (see "Rights to Appeal" below).

2 Process for Refund Request

2.1 Student requesting a refund must send a fully completed and signed Refund Request Form (including relevant documents) to the Finance Services Department at Deane Road Campus.

2.2 If the refund request meets College Refund Policy criteria, the refund will be approved and passed for payment within 14 days.

2.3 If the refund request does not meet College Refund Policy criteria a letter, including the reason for non-compliance, together with the original Refund Request Form, will be sent back to the student. The letter will also include information on the Right to Appeal.

2.4 If the Refund Request Form is incomplete the Finance Team will send it back to the learners stipulating what is needed to progress the request. The newly completed form, with any required evidence and the original refund request form, should be returned to Financial Services Department.

3 Right of appeal:

3.1 A student has the right to appeal against a refund decision by writing to the Director of Finance, Bolton College, Deane Road, Bolton, BL3 5BG

3.2 The learner must provide full details including copies of all documents, correspondences, and the original Refund Request Form along with the reason for the appeal.

3.3 The outcome of the Appeal decision will be final.