

REFUND POLICY AND RIGHT TO APPEAL

Excludes Apprenticeships, Advance Learner Loan and HE Loan learners – see Section 1.7 and 4 below.

1. Consumer Rights for the 2018/19 Academic Year

1.1 All adult learners (19+) are entitled to a 14 day “cooling off” period from the start date of the course. Learners are eligible to a full refund of fees paid, **provided the course has not finished within the 14 days.**

1.2 Where the learner has **never attended** the course, they must give notification of intention to withdraw from the course in writing to the Recruitment & Relations Manager – customer.service@boltoncc.ac.uk or Bolton College, Deane Road, BL3 5BG

1.3 If the learner has **already attended** the course but is withdrawing within the first 14 days they should notify their tutor who will process it through the withdrawal process on EBS.

1.4 Notification must include the following information:

- Student College ID number or Date of Birth
- Students full name
- Details of course withdrawing from:
 - Course ID code
 - Course name
- Reason for withdrawal

1.5 Learners will automatically receive a refund with no deductions if:

- College has been notified of intention to withdraw within 14 days of course start date (**provided the course has not finished within the 14 days**)
- If a course is cancelled, there is an administration error made by the College resulting in an overcharge to the student or a course start date is changed which means a learner can no longer attend.

1.6 All fees paid will be automatically refunded (via a cheque to the student) within 14 days from above event(s) on a best endeavour basis (it will take longer at peak times of the year).

1.7 Where a learner has enrolled on a course and has opted for the payment of the full fee by the Student Loans Company (SLC), refunds will not be processed by the College unless the course is cancelled by the College, in which case it will notify the SLC.

1.8 College processes dictate that it is the responsibility of the Programme Area to ensure ‘course cancellation’ administration is completed and communications sent to MIU. Therefore, queries relating to refund of fees resulting from a cancelled course should be initially referred to the appropriate Programme Area NOT the Financial Services Department.

2. Refund Requests - After the 14 day cooling off period learners can now request a refund. An £35 admin fee applies to all refunds

2.1 Refund Requests are only considered if the following criteria are met:

- 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 request a refund (any refund will be given after deductions of costs incurred by the College)

OR

- Illness – this needs to be significant and will require supporting medical evidence such as a doctor's letter. Refund Request Form must be submitted within 30 days of the learners last attendance mark

AND

- The refund application is submitted within 14 days from the student's last attendance

2.2 Failure to meet the above criteria will result in the Refund Request being rejected

2.3 All refunds under Section 2 are subject to an administration fee of £35

2.4 Students have the Right to Appeal to a Refund Request outcome (see "Rights to Appeal" below).

3. Refund Request Process

3.1 The learner requesting a refund must send a fully completed and signed Refund Request Form (including relevant documents) to the Finance Services Department, Bolton College Deane Road Campus, Bolton BL3 5BG

3.2 If the Refund Request meets College Refund Policy criteria, the refund is approved and passed for payment within 14 days.

3.2 If the Refund Request does not meet College Refund Policy criteria, a letter explain the reason for the non-compliance, together with the original Refund Request Form, will be sent back to the learners by the Financial Services Department. The letter will include information on the learners Right to Appeal.

3.3 If the Refund Request Form is incomplete the Finance Team will send it back to the claimant stipulating what is needed to progress the Request. The fully completed Form, with all required evidence, should be returned to the Financial Services Department for reconsideration.

4. Apprenticeships, Advance Learner Loan and HE Loan relevant courses

4.1 These categories of fees (courses) have specific conditions and rules for funding and are dealt with on an individual basis. Learners should contact the Financial Services Department for advice.

5. Right of Appeal

5.1 A learner has the right to appeal against a Refund Request decision by writing to the Director of Finance, Bolton College, Deane Road, Bolton, BL3 5BG

5.2 Learners must provide full details, including copies of all documents, correspondences, and original Refund Request Form with the reason for the appeal.

5.3 The outcome of the Appeal decision will be final.