

Policy contents

- 1.1 The College is committed to a transparent fee structure that informs individuals and companies about the costs of study and examinations and also any exemptions to payment of fees.
- 1.2 The purpose of this policy is to establish clear college guidance on the steps which need to be followed by the college staff and the students regarding fee refunds. The policy also defines the circumstances in which, the fees may or may not be refunded.
- 1.3 The college assumes that all students will have thought long and hard about taking up a course prior to enrolling and paying fees. However, no matter how well intentioned you may be, the college understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced.

2 Key Principles**It is our policy:**

- 2.1 To ensure that the learner is aware of the full costs of the course on enrolment. This will include tuition, materials, examination, registration and any relevant costs.
- 2.2 To operate at all times in line with the guidance supplied by the relevant funding bodies, in case of funded.
- 2.3 To ensure that the financial dealings are crystal clear.
- 2.4 The College will collect fees at the start of the course and will expect payment to be made at the point of enrolment unless instalments have been agreed.
- 2.5 To set fee levels that are market related and that meet the cost of services.

2.6 To charge late fees for overdue payments; the following late charges will be applicable:

Overdue Amount	Late charges
£1 to £500	£50 per month
£501 to £1000	£75 per month
£1000 plus	£100 per month
Bounced Cheque (any amount)	£50 plus, above mentioned late charges, if applicable.

2.7 The College reserves the right to pursue defaulters through the courts if deemed necessary.

2.8 The College reserves the right that it will not to accept coursework, release certificates, letters of confirmation of awards etc until all debts are paid.

3 Refund Principles:

REQUESTS FOR REFUNDS FOR FURTHER EDUCATION COURSES

- **Cancelling your course/enrolment**

For enrolments that are completed in advance of the course starting, you can cancel your enrolment at any time prior to the course start date.

The College must be notified in writing within this period, by any of the following methods:

- Completion of the refunds form available from the course co-ordinator
- Email to accounts@winsoreducation.org.uk
- Write to Winsor Education, City Gate House, 25 Moat Lane, Birmingham B5 5BD

If you have informed us of your cancellation before the course starts, and no classes have been attended, you will be entitled to a full refund less a £150 administration fee. Cancellations where any classes have been attended will be treated as a withdrawal.

- **Withdrawing from your course/enrolment**

1. If you choose to withdraw from your course within 2 teaching sessions/classes of the start date of the course you will be entitled to a refund of 50% of the tuition fees (subject to 50% of the tuition fees having been paid, otherwise 50% of the tuition fees will remain payable) (with the exception of clause 3 below)

2. If you choose to withdraw from a course after 2 teaching sessions/classes of the start date of the course, you will not be entitled to any tuition fee refund, and any tuition fees outstanding will remain payable.

3. If you withdraw from a short course, duration of one term or less, you will not be entitled to any refund of tuition fees

Examination/registration fees will only be refunded if the College has not paid these to the relevant awarding body.

- **Non-Refundable Fees**

- There is no refund on the Fees instalment plans
- Students who have made Late Payments will not be entitled to a refund.
- Students who have poor attendance or have breached college code of conduct or any Home Office regulation will not be entitled to a refund.

- **Course cancellation**

If the College cancels a course, or the course does not start due to a lack of support, every effort will be made to offer an alternative course. If no suitable alternative is available, a full refund will be given.

- **Deposits on behalf of Sponsors**

If you pay a deposit on behalf of your government sponsor, a full refund will be processed once the relevant refund form and the financial sponsorship letter has been received from your respective sponsor. If your sponsor is a private organisation, refunds will only be approved for processing on receipt of payment from your sponsor.

- **Course rescheduling**

If the College reschedules a course for a different location, and this is not convenient for you, a full refund will be given, if a refund request is received prior to

commencing that course. No refund will be given for a change in exam/assessment dates, change of tutor.

- **Requests for credits or refunds relating to illness**

If you become ill during the period of your course you may apply for a refund if your condition is permanent and prevents you from continuing.

If your condition is temporary then you may apply for a credit which will permit you to re-enrol at a later date (credits are valid for the current academic year only, and where not used by the end of the academic year, will be cancelled).

The refund or credit will be at the discretion of the College, and will be calculated on a pro-rata basis from the date of the last class attended. Exam fees are not refundable where these have been paid to the relevant awarding body. Medical evidence will be required in the form of a doctor's note.

If you are a Tier 4 migrant and your leave exceeds 28 days during term time, your sponsorship or CAS will be withdrawn.

Under no circumstances can a credit be converted to a refund. Credits cannot be transferred to any other student or person.

- **Requests for refunds relating to general absence**

The College is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reasons for not being able to attend the course. In these circumstances, any outstanding fees will remain payable to the college.

- **Requests for refunds for sponsored students**

A sponsor of a student at the College (for instance an employer paying for an employee) may apply for a refund if the above criteria are met. However, if a sponsor/student arrangement ceases, or the student withdraws from their course of learning after the 2 week period, fees will be due and no refunds will be given. Where a student is sponsored on their course, a refund if applicable will only be made to the sponsor.

- **Request for refund in case of visa application refusal**

If you are an overseas student and making your application from abroad or UK, there may be circumstances where you may not be granted a visa to study in the United Kingdom by the Home Office. In such case you may or may not be eligible to a refund. In case you are eligible for a refund your fees will be refunded less administration charges of £250/-.

- You **WILL BE** entitled to a refund if the refusal has been due to the non achievement in the College related points (30 points in case of Tier 4 sponsorship).
- You **WILL NOT** be entitled to a refund if the refusal has been due to any error from your side e.g. your immigration history, funds, credibility (including interview checks), incomplete application or missing documents (sent to Home Office), forgery or failure to comply with Home Office regulations. (This policy has not been devised to disadvantage any student. The college is forced to make this decision as on each refusal the college loses its 1 licence to sponsor the student for that year)

- **Refund in case of College Licence suspension / revocation**

The college cannot guarantee any refund in case of suspension or revocation of the college's licence, as these unforeseen circumstances lead to serious financial loss and / or liquidation. You should bear this in mind before making a final decision to take admission.

- **Refund processing time**

Every refund request will be dealt individually and every effort will be made to make a decision within 7 working days. However in some instances it may take longer than 7 working days to collect information/ records and to come to a conclusion.

Once refund has been approved, it will be processed within 10 working days.

All refunds will be processed less £250/- registration fees, unless your sponsor makes a full payment on your behalf.