

## **Fife College Student Fee Refund Policy**

At enrolment the College will inform you of the options available for financing your course fees. If you are notified by the College as being liable for your fees you are liable for the full course fee on date of enrolment.

Please note that if you are enrolling and awaiting confirmation from SAAS as a source of fee funding, if the College notifies you that you are liable to pay the fees you will have 2 weeks to make payment arrangements or then be withdrawn from the course.

The College has a payment plan policy and this should be referred to if required. However, please note that if you are eligible for a payment plan you remain liable for the full course fee.

Refunds for course fees are only granted in certain circumstances which are detailed below.

### **Student Requests Refund Before Start of the Course**

If you have enrolled on a course and wish to withdraw, please telephone the College as soon as possible. The following charges will apply to all students, including those intending to use ILA funding, subject to the right to cancel within the cancellation period set out below.

<b>Notice Given</b>	<b>Payable on Cancellation</b>	<b>Payable on Transferring</b>
Less than 3 weeks of the course start date	100% of the course fees	£25 administration fee (excluding VAT)
More than 3 weeks of the course start date	Full refund	£25 administration fee (excluding VAT)

A written request must be received by the College at least 3 weeks before the start of the course.

Once written notice of cancellation has been received, any refund that may be due to you will be arranged.

A refund will normally issued within 14 working days of the request being received by the College Finance Department.

The Student will receive a refund of fees paid less an administration fee of £25 (excluding VAT) to cover the administration costs for the cancellation.

### **The College Cancels a Course or Makes a Change in Day or Time of a Course**

We reserve the right to cancel the course if necessary and Delegates will be offered a place on the next available date at no additional charge. If no future course dates are suitable, a full refund of course fees will be offered.

The College's Finance Department will issue a refund within 14 working days of the course being cancelled.

### **Student Requests 'Exceptional Refund'**

Very occasionally, refunds (full or pro-rata'd) will be granted to students even though they have not been able to submit a written request 3 weeks before the start of the courses. Refunds of this type will be for exceptional circumstances only.

Refunds will only be considered once the student's withdrawal date is confirmed to the College Finance Department.

If the student feels that they should be considered for an 'Exceptional Refund' then they should submit a written request to the College Finance Department providing full information about the circumstances.

Refunds for exceptional reasons will only be considered and communicated to the student by the College Finance Department.

If the refund is approved then the College Finance Department will issue a refund to the student within 14 working days of the request being received. The administration fee of £25 will not normally be deducted. If the request is rejected then a response will be given in writing.