

Refund Policy - Student Course Fees

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1 Introduction

Following acceptance of a course offer the College will inform students of the options that are available for financing their course fees.

Where students are using SAAS or another form of funding this must be actioned by the student as soon as possible after acceptance of the course place. If no award is granted, the College will notify the student that they are liable to pay their fees. The student will be provided with details of the options that are available regarding making payment and they will have 2 weeks to agree a payment arrangement otherwise they will be withdrawn from the course.

Where a student is responsible for payment of their fees, they are liable for the full course fee at the time of enrolment. The College offers a payment plan policy to support a student where payment cannot be made in full at the time of enrolment. The details of the payment plan available can be found via the College website and details will also be provided within our information document which will be issued along with the Invoice for the course fee.

Where an employer is responsible for the payment of fees, this is covered within the Payment of Fees Policy.

Course fees paid via a payment plan must be paid in full, even where the student withdraws from the course prior to the end date and are not eligible for a refund.

2 Refund Requests

If a student has enrolled on a course and then makes the decision to withdraw, they must contact the College as soon as possible. The student should discuss this with their course lecturer or assessor who will arrange for the withdrawal to be actioned.

Where any refund is due this will only be progressed once the withdrawal has been actioned and the student is in receipt of their withdrawal letter. Refunds will only be considered once the student's withdrawal date is confirmed and updated on the College system. Where a student or employer is entitled to a refund, they must submit a written request to coursefees@fife.ac.uk providing all relevant information regarding the circumstances and the reason for the refund request.

The Finance Team will ensure that refunds are processed within 14 working days of receiving full details of a refund claim. Payments will be refunded via the original payment method where card or bank transfer was used. Where payment was made by cash, then payment will be refunded via bank transfer.

Refunds are subject to an Administration Fee to cover our costs and will be deducted from the eligible refund value. The Administration Fee will be 10% of the course fee up to a maximum fee value of £75.

A refund of course fees will only be granted in certain circumstances and requires authorisation from the Head of Department.

3 Eligibility Criteria

CIRCUMSTANCE	REFUND DUE
College has cancelled your course due to: Lack of numbers/Over enrolment/Any other reason	Full Refund
You have made payment but now have confirmation of the following: SAAS Funding (Full Time)/Eligibility for a Fee Waiver	Full Refund (Confirmation of funding eligibility/Fee Waiver required)
You have made payment but now have confirmation of the following: SAAS Part-time Fee Grant (PTFG)	PTFG Award Value (Confirmation of funding Award required)
College withdraws your course offer	Full Refund
College significantly alters the timetable and you are therefore unable to attend	Full Refund
You or your dependent becomes seriously ill, is involved in an accident, or there is a bereavement involving a dependent, and as a result you are unable to complete your course requirements	Proportional Refund (A doctor's certificate may be required)
If you are in full-time employment and a change in your work pattern makes course attendance impossible	Proportional Refund
Early Withdrawal - HNC/HND Full Time - Aug Start - Withdrawal by 30 th Sept Jan Start - Withdrawal by 28 th Feb	Full Refund
Withdrawal Date after 75% of course duration	No Refund
Withdrawal and Dismissal following Positive Behaviour Procedure	No Refund
Course Issues Misleading Course Information/Unsatisfactory Course Delivery or Resolution of Issue	Refund Value - To be agreed through Complaints Process (Where complaint is upheld and approved by the Head of Department)
No request is made for a refund of fees within 1 year of payment being received	No Refund

Proportional refunds will be determined from the period attended against the course end date/duration. Where any refund is due this will be calculated using the students last date of attendance as per the College system. The refund value agreed will be advised by the Finance Team only and is non-negotiable.

Refunds are subject to an Administration Fee to cover our costs and will be deducted from the eligible refund value. An administration fee of 10% of the course fee up to a maximum fee value of £75 will also be applied.

3.1. SVQ/Modern Apprenticeship Courses

For SVQ or Modern Apprenticeship courses requiring a financial contribution that start outwith the normal academic cycle and span across academic years, refunds will be agreed based on the circumstances outlined above. However, no refund will be applicable where the withdrawal date is more than six months after the course start date.

3.2. Professional Courses (CMI/CIPD/AAT)

For professional courses refunds will only be granted if the following criteria is met:

CIRCUMSTANCE	REFUND DUE
College has cancelled your course due to: Lack of numbers/Over enrolment/Any other reason	Full Refund
You or your dependent becomes seriously ill, is involved in an accident, or there is a bereavement involving a dependent, and as a result you are unable to complete your course requirements.	Proportional Refund (A doctor's certificate may be required)

The refund amount will be calculated after deducting any costs incurred by the College for membership fees and study materials. An administration fee of 10% of the course fee will also be applied up to a maximum fee value of £75.

3.3. Commercial Courses

Applications for refunds from Commercial contracts/students are not subject to the scope of this procedure. To cancel the contract, you must notify the College of your decision to cancel. Cancellations may be given by telephone on 0344 248 0128 and must also be confirmed in writing to Business Development Team, Fife College, Calaiswood Crescent, Dunfermline, Fife KY11 8SJ and/or sales@fife.ac.uk.

Notice Period	Charge
22 or more days' notice in advance of the commencement date	No charge
21 or less days' notice in advance of the commencement date	100% Charge

Please refer to the Commercial Training [Terms and Conditions](#) for further information.

4 Exceptional Refunds

Where the reason for a refund request does not meet the criteria above a written request must be sent to coursefees@fife.ac.uk for consideration by the Head of Finance. Please note that where a request for a refund is outwith the eligible circumstances outlined a refund is not guaranteed. Where a refund request is rejected by the Head of Finance the decision is final.

5 Associated Policies and Procedures

TITLE	LOCATION	LINK
Learner Guide: Payment of Tuition Fees	College Website	Payment of Tuition Fees
Finance Information for Students	College Website	Finance Information

Any queries regarding this policy should be directed to the Finance Department via email coursefees@fife.ac.uk.