

STUDENT REFUND POLICY

College	Britannia College of Excellence	Policy number	AP0011
Department	Administration	Date issued	18.01.2010
Policy title	Refund Policy	Renewal date	17.01.2011
Administration responsibility	Administration Officers	Principal duties	Administration Officers
Principal target group	Students	Training arrangement	Staff and Agents Induction

Britannia College of Excellence (BCOE) acknowledge the importance of managing effectively potential problem/conflict areas surrounding students fee payments. The purpose of this policy shall be:

- To aid clarification of matters ensuring from refuse
- To clarify responsibilities and roles in matters relating to refund.
- To clarify BCOE's position on refund matters.

1. BCOE is a private college which currently received no funding for any of its students. It will charge non EU nationals the full fees. This will vary dependent on the course type and duration.
2. Fees and any additional charges must be paid prior to the commencement of the course. All fees and charges can be paid in cash, by cheque or credit card. However, where fees are paid in any other form rather than cash, they will not be deemed 'received' until BCOE has received a confirmation of 'received' form its bankers.
3. Please note if you are on a two year course the cost of the second year may differ from the cost of the first year. The College may offer IN-UK students the opportunity to pay for both years at the start of the course using the fee level relevant to the year of start. Students applying from outside UK are normally required to pay their fees in full
4. Students must also be aware that additional payments may be required from them. Additional charges may include:
 - **Materials** – students will be expected to pay a sum for materials where this is required as part of their course and such items do not form part of the standard academic resources available to students from the college.
 - **Exam fees** – students will be expected to pay exam fees where such fees are charged separately and not covered by their course fees. This may be the case for example where external examination is required
 - **Registration fees** – students will be expected to pay exam board registration fees where this is not already covered in their course fees.
 - **Uniforms** – students are expected to pay where a uniform is worn, these will be supplied to the students by the college at cost.
 - **Trips** – students undertaking trips as part of their course will be expected to fund them.

- **Text books**– students are required to make arrangement to acquire relevant text books for their course. Where this is arranged for them by the college it will be at a discounted price which students must pay separately from their course fees

STUDENT CANCELLATION

5. BCOE acknowledged that in extreme cases students may be confronted with exceptional circumstances which may present them with difficulties and make it impossible for them to continue their course. If this is the case and the student leaves before the end of the 1st week following commencement of classes one thirds of the fee would be refunded. If the student leaves after the 1st week following commencement of classes no refund will be given. Approval of refunds due to exceptional circumstances is at the discretion of the college management and would be based on case-by-case. An administration fee of £250 will be charged for refunds requested by this category of students
6. BCOE's agents must ensure that student applicants read & sign the BCOS refund policy acknowledgement form to acknowledge their agreement to the terms of this Policy.
7. Other than refunds directly related to course fees, Students may be entitled to a refund in the following cases:
 - 1) Visa refusal letter: All original documents previously issued to the students by the college (including visa letters) must be returned to the college
 - 2) Student waiting for visa in their home country: If confronted with mitigating circumstances (e.g. illness) which prevents them from advancing on their application. All original documents previously issued to the students by the college (including visa letters) must be returned to the college
8. In addition to other 'no fund' cases already covered in this policy, there is no refund in the following cases:
 - 1) If visa is granted to the applicant.
 - 2) If a student has already started their course refund consideration can only apply under exceptional circumstances which are at the discretion of the college management.
9. Where the college has acknowledged that a refund applicant may access refund, the following will apply

Refund application within 10 working days

- **Visa refusal:** Where a refund request is made and received within 10 working days from the date recorded on the refusal letter, approval will be subjected to the deduction of the non-refundable component (of £250)
- **Mitigating circumstances:** Where a refund request is made and received within 10 working days from the date recorded on the medical certifi-

cate/note, approval will be subjected to the deduction of the non-refundable component (of £250)

Refund application within 28 working days

- **Visa refusal:** Where a refund request is made and received within 28 working days from the date recorded on the refusal letter, approval will be subjected to the deduction of the non-refundable component (of £500)
- **Mitigating circumstances:** Where a refund request is made and received within 28 working days from the date recorded on the medical certificate/note, approval will be subjected to the deduction of the non-refundable component (of £500)

Refund application after 28 working days

- No refund is available after 28 days.

Note: In case of visa's refusal days counts from the date recorded on the refusal letter.

In case of health oriented problem days counts from the date recorded in the medical certificate.

10. Students should also note that no refunds apply in any other circumstance not covered in this policy. Examples of cases which may be presented as reasons for refund application are:

- The student has changed his/her mind
- The students can't get used to the whether in UK
- The student want to change his/her course and move to another college
- The student cannot cope with the demands of the course
- The student's parents want them (the student) to return home (their country of origin
- The student no longer believes their course is accredited or valid
- The course involves too much assignment/ work
- The student's interest in the course has dried out
- The student does not feel that he/she receive enough support for the course
- The student's source(s) of funding has ceased
- The student's 'circumstances' has changed

11. All BCOE students applicant must read through this policy and sign the college's refund policy acknowledgement form. This document shall be retained in the students file and shall form part of the agreement entered into by the student with the college

12. This policy is effective from the date stated above and replaces all previous policies on the same subject

BRITANNIA COLLEGE OF EXCELLENCE REFUND POLICY ACKNOWLEDGEMENT FORM

THIS DOCUMENT MUST BE SIGNED ONLY AFTER THE STUDENT HAS READ, AND AGREED WITH THE BRITANNIA COLLEGE OF EXCELLENCE'S (BCOE'S) REFUND POLICY

Having read & understood BCOE's refund policy I confirm that I have no hesitations about complying with it in full.

Name of student	
Signature of Student	
Date	

On behalf of BCOE

Name of Agent	
Signature of Agent	
Date	