

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.

REFUND PROCESS – FOR STAFF ONLY

Excludes Apprenticeships and Advanced Learning Loans and HE Loans

To be read in conjunction with Refund Policy – see page 50

1. Consumer Rights for the 2018/19 Academic Year

- 1.1 Upon receiving the notification of intention to withdraw from the Recruitment & Relations Manager, or via EBS if processed by a Tutor, the Learner Data Team will:
 - Update the learners status in EBS
 - Process credit fees on EBS
 - Produce the R2/csv refund file
 - Send the R2/csv refund file to the Purchase Ledger Team in Finance and process a refund receipt on EBS.
- 1.2 Refunds will be paid, by cheque, within 14 working days (on a best endeavour basis) from receipt of this information by the Finance Team.

2. Course Cancellations: Auto refunds for courses cancelled by the College or where a start date of a course has been amended to the extent where the learner is not able to attend the new date(s).

- 2.1 Curriculum Leader to make the learner a non-starter.
- 2.2 Learner Data Team to create a credit for the fees charged on the students EBS account and cancel the course on EBS. Same process if the fees were funded by an Employer/Sponsor.
- 2.3 Learner Data Team to notify Time-Tabling Team of the cancellation
- 2.4 Once the course has been cancelled on the system, Learner Data Team to use EBS to produce an R2/csv refund file for the learner not transferred to another course (each student's information will download). R2/csv file are not created for Sponsors/Employers.
- 2.5 With all fees collected via DD Instalment plans (Collected on 1st of each month) R2/csv file should not be run between the 1st and 6th to ensure that the collections/receipts have been uploaded to EBS student accounts. This will ensure correct refunds being processed.
- 2.6 Send the R2/csv refund file to the Purchase Ledger Team in Finance and upload refund receipts to student account on EBS.
- 2.7 Refunds will be paid, by cheque, within 14 working days (on a best endeavour basis) from receipt of this information by the Finance Team.

3. Ticket Source

- 3.1 For those learners who paid the course fees through Ticketsource, Curriculum Leader to email with all relevant information to Recruitment & Relations Manager **prior to the course start date**; refund will be paid back on to the learners card within 5 working days.
- 3.2 If course cancellation information is passed to the Recruitment & Relations Manager after course start date/time, the Recruitment & Relations Manager will liaise with Learner Data Team to ensure the student details are registered on EBS. This will include the course fee, credit fee to cancel the original fee and amount received from student. This will result in a credit balance on student EBS record.
- 3.3 R2/csv refund file must then be produced by Learner Data Team and sent to the Purchase Ledger Team (Generalledger@boltoncc.ac.uk).

- 3.4 Refund receipt needs to be put on the student record in EBS after the refund file is sent to the Finance Team.
- 3.5 Payment runs are done on Fridays and refunds are made via cheque.

4. Refund Payment Process

- 4.1 If the Refund Request meets College Refund Policy criteria, the refund is approved and passed to the Purchase Ledger Team for payment (Sales Ledger will provide the initial support and administration).
- 4.2 If the Refund Request does not meet College Refund Policy criteria, an automated letter explaining 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.
- 4.3 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.
- 4.4 Upon receipt of a fully completed Refund Request form (that meets the College Refund Policy criteria) together with all required documents, the Finance Team will ensure:
 - The form is fully reviewed
 - The Director of Finance provides authorisation
 - Communication is made with the Learner Data Team
 - to withdraw student
 - raise credit for fees
 - raise refund receipt
- 4.5 Sales Ledger to check and amend DD Instalment collections
- 4.6 Sales Ledger will then forward Request to Purchase Ledger for payment.
- 4.7 Payment will be made by cheque.

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.

Refund Request Forms can be found on the Finance pages of the intranet.