

## **REFUND POLICY AND RIGHT TO APPEAL**

Where the document refers to adult learners, this excludes Apprenticeships, Advance Learner Loan and HE Loans and Full Cost learners unless stated.

### **1. Consumer Rights for the 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 [customer.service@boltoncc.ac.uk](mailto:customer.service@boltoncc.ac.uk)

1.3 If the learner has already attended the course but is withdrawing within the first 14 days they should notify their teacher who will process it through to the Head of Area to be withdrawn.

1.4 Notification must include the following information:

- Learner College ID number or Date of Birth
- Learner full name
- Details of course withdrawing from:
- Course ID code
- Course name
- Reason for withdrawal

1.5 Adult learners will automatically receive a refund with no deductions if:

- They have withdrawn on or before day 14 from the learner start date (provided the course has not finished within the 14 days and this represents less than 50% of the duration of the course)
- If a course is cancelled, there is an administration error made by the College resulting in an overcharge to the learners or a course start date is changed which means a learner can no longer attend.

Note: Should a learner have any debt outstanding – owing from a current or previous enrolment – the College reserves the right to offset any repayments against any amounts owing before processing a refund.

1.6 All fees paid will be automatically refunded (via a cheque to the learner or via BACS if applicable) 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 an adult learner has enrolled on a FE course and has opted for the payment of the full fee by an Advanced Learning Loan, refunds will be processed back to the Student Loans Company by the College only if the course is cancelled.
- 1.8 Refunds for the withdrawal of Apprentices will be based on an individual basis. Initial requests for a refund must be made to the Apprenticeships & Contract Manager [Apprenticeshipsadmin@boltoncc.ac.uk](mailto:Apprenticeshipsadmin@boltoncc.ac.uk)
- 1.9 Learners on level 4 and above provision through the University of Bolton will request refunds via the University. [Terms and Conditions - University of Bolton 2021-22](#)
- 1.10 The rules relating to refunds for learners on full cost provision will vary on a case by case basis due to the varying lengths of courses. All requests for refund should be made in writing to the Director of Finance using [finance@boltoncc.ac.uk](mailto:finance@boltoncc.ac.uk)
- 1.11 College processes dictate that it is the responsibility of the Head of Area to ensure 'course cancellation' administration is completed and communications sent to MIS. Therefore, queries relating to refund of fees resulting from a cancelled course should be initially referred to the appropriate curriculum area NOT the Financial Services Department.

## **2. Refund Requests**

After the 14 day cooling off period learners can now request a refund. An £50 administration fee may apply to refunds

- 2.1 Refund requests are only considered if one of the following criteria are met:
  - The course duration is greater than 4 weeks with a fee of more than £300; and attendance was less than 25% at the point the learner request a refund (any refund will be given after deductions of costs incurred by the College) and the refund application is submitted within 14 days from the learner's last attendance
  - 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 learner'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 £50
- 2.4 Learners 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 Team, Bolton College Deane Road Campus, Bolton BL3 5BG or [finance@boltoncc.ac.uk](mailto:finance@boltoncc.ac.uk)
- 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 Finance Team. The letter will include information on the learner's 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 Finance Team for reconsideration.

### **4. Right of Appeal**

- 4.1 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 or [finance@boltoncc.ac.uk](mailto:finance@boltoncc.ac.uk)
- 4.2 Learners must provide full details, including copies of all documents, correspondences, and original Refund Request Form with the reason for the appeal.
- 4.3 The outcome of the Appeal decision will be final.