

Board of Management

Finance & Physical Resources Committee

Date of Meeting	Wednesday 22 September 2021
Paper No.	FPRC1-G
Agenda Item	3.7
Subject of Paper	Refund of Course Fee Policy Update
FOISA Status	Disclosable
Primary Contact	Stuart Thompson - Vice Principal Corporate Services
Date of Production	Wednesday 20 September 2021
Action	For approval

Recommendations

The Committee is asked to approve the updated College Refund of Course Fee Policy.

1. Purpose of report

The purpose of this paper is seeking approval by the Committee for the updated on the College Refund of Course Fee Policy

2. Context

The current College Refund of Course Fee Policy was reviewed in June 2021. The policy has been further updated following feedback from the Student Experience team.

3. Impact & Implications

There are no significant anticipated implications from the proposed changes to the current policy.



Refund of Course Fee Policy

© 2021 City of Glasgow College

Charity Number: SC036198

Table of Contents

- 1. Introduction3**
- 2. Purpose and Aims3**
- 3. Scope3**
- 4. Policy Statement.....3**
- 5. Definitions6**
- 6. Responsibilities8**
- 7. References.....9**
 - 7.1. Policy Framework9
 - 7.2. Other College Policies and Procedures9
 - 7.3. External References9
- 8. Document Control and Review10**
- 9. Revision Log10**

Refund of Course Fee Policy

1. Introduction

- 1.1. The Policy has been developed to give guidance regarding requests for refunds of course fees where a student or employer has a paid a course fee.

2. Purpose and Aims

- 2.1. The College will offer you fair treatment whilst protecting the College's finances.
- 2.2. Your request for a course fee refund should be submitted in writing to the Finance Department. If you need assistance in completing a request, then please contact the Finance Department.
- 2.3. If you are eligible to have your fee refunded in full or in part, then the refund will normally be made within 15 working days of receiving your written request.

3. Scope

- 3.1. The College Refund of Course Fee Policy will be applied to all courses.
- 3.2. The burden of proof is on the student to satisfy the college with evidence of their eligibility status.

4. Policy Statement

4.1. Exceptional disruption

In the event of unforeseen circumstances for example industrial action, critical systems failure, incident involving immediate college closure, the college will strive to offer comparable delivery or rescheduling to enable successful completion of the course. Refunds may be offered dependent on the nature and duration of incident and appropriate consultation with ELT and CitySA.

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Normal, Line spacing: single

Refund of Course Fee Policy

4.2. SFC fundable courses

If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will normally receive a refund less an administration fee. Administration fee will be 20% of the course fee (up to a maximum fee of £100 for SFC fundable courses).

Formatted: Heading 2, Indent: Left: 1.4 cm, Line spacing: 1.5 lines

Formatted: Font: Not Bold

4.3. Non SFC fundable courses (Commercial)

If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will receive a refund based on the following

0-5 working days notice – No Refund

6-25 working days notice – 20% of course fee payable

Over 25 working days notice – Full Refund

Proportional refunds will be calculated based on the official last date of attendance and with the deduction of the administration fee. Therefore no refunds will be made if 80% of the course duration has elapsed.

Formatted: Font: Bold

Formatted: Normal, Indent: Left: 0 cm, Line spacing: single

Formatted: Heading 2, Indent: Left: 1.4 cm, Line spacing: 1.5 lines

Formatted: Font: Not Bold

Formatted: Indent: Left: 1.5 cm

4.4. Refunds

The following table sets out the circumstance under which the College will consider whether or not to accept your request for a refund from a student enrolled and already started their course.-

Formatted: Font: Bold

Formatted: Normal, Indent: Left: 0 cm, Line spacing: single

Refund of Course Fee Policy

4.1.

Formatted: Normal, Line spacing: single

CIRCUMSTANCE	REFUND
1. College has cancelled your course due to lack of numbers/over enrolment/any other reason.	Full refund
2. You have paid your fees prior to course commencement but the College withdraws your offer of a place on the course.	Full refund
3. The College has altered the course timetable significantly and you, therefore, are unable to attend.	Full refund
4. You were unaware of your eligibility for a fee waiver at the time of enrolment.	Full refund
5. You paid your fees pending confirmation of a bursary SAAS award <u>or other fee award.</u>	Full refund When documentary evidence of award is produced.
6. You or your dependent suffers a serious illness/accident that prevents you from completing your course (doctor's certificate may be required).	Proportional refund <u>based on length of course</u>
7. If you are in full-time employment and a change in your work pattern makes course attendance impossible.	Proportional refund <u>based on length of course</u>
8. You were advised to leave the course by a senior member of staff for educational reasons (provided your attendance and/or conduct was satisfactory).	Proportional refund <u>based on length of course</u>
9. You enrolled on a part-time course and have paid your course fee but were subsequently made compulsory redundant and are unable to continue to attend the course.	Proportional refund <u>based on length of course</u>
10. An international student is unable to obtain a visa to study in the UK and this has been through no fault of their own i.e. the College has no reason to believe they have been involved in fraudulent activity.	Full refund less £100 administration fee upon provision of Visa refusal notice.
11. An international student is unable to obtain a visa to study in the UK due to fraudulent activity.	£1,000 will be retained by the College and the balance of the course fee refunded.

Refund of Course Fee Policy

CIRCUMSTANCE	REFUND
12. An international student is unable to travel to the UK to attend the course for a reason other than visa refusal.	£1,000 will be retained by the College and the balance of the course fee will be refunded.
13. An international student decides to leave the course once in the UK (irrespective of how long they have been attending)	If eligible for a refund based any of the above criteria, a refund will only be processed once proof has been received that the student has returned to their home country.
14. No request is made for a refund of fees within 3 years of payment being received.	No refund

~~4.2 SFC fundable courses~~

~~If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will normally receive a refund less an administration fee. Administration fee will be 20% of the course fee (up to a maximum fee of £100 for SFC fundable courses).~~

~~4.3 Non SFC fundable courses (Commercial)~~

~~If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will receive a refund based on the following~~

~~0-5 working days notice — No Refund~~

~~6-25 working days notice — 20% of course fee payable~~

~~Over 25 working days notice — Full Refund~~

~~Proportional refunds will be calculated based on the official last date of attendance and with the deduction of the administration fee. Therefore no refunds will be made if 80% of the course duration has elapsed.~~

~~4.5.4.4 Discretionary Refunds~~

In exceptional circumstances the refund policy can be over-ridden at the College's discretion with prior approval of a member of the College Executive Leadership Team.

5. Definitions

SFC Scottish Funding Council (SFC) is the funding body for Scotland's Colleges

Formatted: Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75 cm + Indent at: 1.51 cm

Formatted: Font: Bold

Formatted: Normal, Line spacing: single, Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75 cm + Indent at: 1.51 cm

Formatted: Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75 cm + Indent at: 1.51 cm

Formatted: Font: Bold

Formatted: Normal, Line spacing: single, Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75 cm + Indent at: 1.51 cm

Formatted: Outline numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75 cm + Indent at: 1.51 cm

Formatted: Indent: Left: 1.5 cm

Fundable course SFC has strict eligibility rules to access grant funding to support the delivery of a course. Courses eligible for funding are categorised as Fundable courses.

6. Responsibilities

6.1. COMPLAINTS

If you or your employer wishes to complain about a refund decision or the process, then please follow the College's normal complaint procedure.

Information on the complaint procedure is available on the College's website, from the Student Services Department or from the Finance Department.

Formatted: Indent: Left: 1.5 cm

6.2. DATA PROTECTION ACT

The personal data provided by you will be kept in a manual filing system. In addition some of the information may also be transferred into the College's computerised student record system. Personal information will be used by College staff to process your application. The information will also be used to compile College grant claims and the preparation of statistical information. The information will be available to a range of external auditors who carry out audits on the College's financial and student records systems.

Formatted: Indent: Left: 1.5 cm

7. References

7.1. Policy Framework

Associated Policies and Procedures	Title

7.2. Other College Policies and Procedures

Policy / Procedure	Title

7.3. External References

Source	Title
Financial Memorandum	SFC Financial Memorandum for Scotland's Colleges.

8. Document Control and Review

Approval Status		
Approved by	Finance & Physical Resources Committee	
Date Approved		
EQIA Status	Initial Screening Conducted?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
	Full EQIA Conducted?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
Proposed Review Date	June 2024	
Lead Department	Finance	
Lead Officer(s)	Vice Principal Corporate Services	
Board Committee	Finance & Physical Resources Committee	
Copyright © 2021 City of Glasgow College	Permission granted to reproduce for personal use only. Commercial copying, hiring lending, posting online is strictly prohibited	

9. Revision Log

Version Date	Section of Document	Description of Revision
V1		Initial post merger policy
V2		General update
V3		4.3 Amendment for commercial courses
V4	4	Update to refund criteria
V5	various	Format update
<u>V6</u>	<u>4</u>	<u>Incorporate feedback from student experience</u>