GITY OF **GLASGOW COLLEGE**

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.

CITY OF **GLASGOW COLLEGE**

Refund of Course Fee Policy

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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		Fo	rmatted: Font: Bold
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.			
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Refund of Course Fee P	olicy
4.2. SFC fundable courses	Formatted: Heading 2, Indent: Left: 1.4 cm, Line
If you are required to pay a course fee and accept a place on a course but	1.5 lines Formatted: Font: Not Bold
subsequently cancel your booking in advance of the course commencement,	Formatten, Fort, Not Doid
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	
<u>£100 for SFC fundable courses).</u>	
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4.3. Non SFC fundable courses (Commercial)	Formatted: Normal, Indent: Left: 0 cm, Line spa
If you are required to pay a course fee and accept a place on a course but	Formatted: Heading 2, Indent: Left: 1.4 cm, Line 1.5 lines
	Formatted: Font: Not Bold
subsequently cancel your booking in advance of the course commencement,	Formatted: Indent: Left: 1.5 cm
then you will receive a refund based on the following	
<u>0-5 working days notice – No Refund</u>	
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.	
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4.4. Refunds	Formatted: Normal, Indent: Left: 0 cm, Line spa
The following table sets out the circumstance under which the College will	
consider whether or not to accept your request for a refund <u>from a student</u>	
enrolled and already started their course	
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	Refund of Course Fee Policy	
4.1	Fo	rmatted: Normal, Line spacing: single
CIRCUMSTANCE	REFUND	
	REIOND	
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	Full refund	
commencement but the College withdraws your offer of a place on the course.		
3. The College has altered the course timetable	Full refund	
significantly and you, therefore, are unable to		
attend. 4. You were unaware of your eligibility for a fee	Full refund	
waiver at the time of enrolment.	Fuilleland	
5. You paid your fees pending confirmation of a	Full refund	
bursary/SAAS award <u>or other fee award.</u>	When documentary evidence of award is produced.	
6. You or your dependent suffers a serious	Proportional refund based on	
illness/accident that prevents you from	lenghth of course	
completing your course (doctor's certificate may be required).		
7. If you are in full-time employment and a change in		
your work pattern makes course attendance	length of course	
impossible. 8. You were advised to leave the course by a senior	Proportional refund based on	
member of staff for educational reasons (provided	length of course	
your attendance and/or conduct was satisfactory).		
9. You enrolled on a part-time course and have paid your course fee but were subsequently made	Proportional refund <u>based on</u> length of course	
compulsory redundant and are unable to continue		
to attend the course. 10.An international student is unable to obtain a visa	Full refund less £100	
to study in the UK and this has been through no	administration fee upon provision	
fault of their own i.e. the College has no reason to	of Visa refusal notice.	
believe they have been involved in fraudulent		
activity. 11.An international student is unable to obtain a visa	£1,000 will be retained by the	
to study in the UK due to fraudulent activity.	College and the balance of the course fee refunded.	
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12. An international student is unable to travel to the UK to attend the course for a reason other than UKs a refusal. E1.000 will be retained by the College and the balance of the Course for a reason other than UKs a refusal. 13. An international student decides to leave the Course for a result based any of the above criteria, a refund based any of the above criteria, a refund will only be processed once proof has been received that the student has been received at the the student has been received that the student has been received that the bead coverse of the course of the cour		Refund of Course Fee F	Policy	
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Fundable course SFC has strict eligibility rules to access grant funding to support the delivery of a course. Course seligible for funding are categorised as Fundable courses.			
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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.

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.

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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.

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8. Document Control and Review

Approval Status			
Approved by	Finance & Physical Resources Committee		
Date Approved			
EQIA Status	Initial Screening Yes: No: Conducted? Yes: No: Full EQIA Conducted? Ves: No:		
Proposed Review Date	June 2024		
Lead Department	Finance		
Lead Officer(s)	Vice Principal Corporate Services		
Board Committee	Finance & Physical Resources Committee		
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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>	Incorporate feedback from student experience

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