

Refund Policy

Purpose

This Policy is intended to ensure that Inspire Education Group (IEG) treats all students and other customers who may be entitled to a refund in a fair and consistent manner, whilst protecting IEG from financial loss.

Scope

This Policy applies to all staff, students, visitors and members of the public who agree or enter into a contract with IEG to purchase goods or services.

The Policy Statement

Many courses at colleges forming part of IEG are fully publicly funded and tuition on these courses is free to students. For other courses IEG may make a charge to students in order to cover some or all of the cost of provision. Details of tuition fees are published in the College Prospectus and are available online in the Fees Policy, and are charged separately for each academic year.

Tuition fees are based upon the College's programme of study as a whole and are not adjusted to take account of the number of classes attended by individual students. **By enrolling on a course, students are making a commitment to pay the tuition fee for the programme of study offered by the College for that academic year.**

For some courses there may also be a registration fee and charge for examination and awarding body fees, materials, equipment, and educational visits.

In the exceptional circumstances referred to in this Policy, the College may refund the amounts paid, or waive the amounts payable, in respect of the products and services which it provides, or agree to provide an alternative product or service.

With regards to the commitment to pay fees as described above IEG operates a four week "cooling off" period for full time/ 36-week courses starting from the latter of either the date of enrolment or the start date of the course enrolled upon. Within this period, a student can withdraw without liability but subject to a discretionary administration fee of 10%, or £30, whichever is the lower.

Short adult training courses do qualify for the 'cooling off' period detailed above. Nursery refund entitlements are provided in full in the nursery contract.

Responsibilities

The Group Chief Financial Officer is responsible for developing, implementing and maintaining this policy.

The Group Director of Finance is responsible for implementing the refunds procedure in line with the appendix to this policy.

The Group Director of MIS is responsible for providing data to identify students that are responsible for their own fees, with applicable start dates.

Lecturing and student support staff are responsible for signposting students to the refund's procedure where applicable.

The Refunds Panel is responsible for determining discretionary refunds in line with the Refunds Procedure.

Related Documentation

- FIN001 - Financial Regulations
- FIN003 – Fees Policy
- FIN009 - Refund Request Form [FIN009 - Refund Request Form.docx](#)

Refund Policy - Procedure

Eligibility for a Refund

Cancellation of Course

If IEG cancels a course, or changes the time at which the course is due to take place (as published in the prospectus) then IEG will refund all payments made by students in connection with that course for the academic year in which the course is cancelled.

If a student cancels their application for a course before the date of the first class, all amounts paid in connection with that course will be refunded, less a college administration fee. This administration fee for 2023/24 is set at a maximum of £30; this will be reviewed annually.

Student Withdrawal

If a student withdraws from a course during the first term of a course, the student may apply for the tuition fees paid or payable to be transferred to another course offered by the College in the same academic year or in the following academic year. The fee transferred will be pro rata to the number of whole terms remaining when the student withdraws.

Alternatively, vouchers of an equal value will be issued to be used on any course in the following academic year. This is not an automatic right; the student is responsible for making the application by discussing with the Curriculum Team and/or Student Information.

For courses of less than one term, no refunds or vouchers will be given.

Exam fees, awarding body registration fees and deposits paid for materials, equipment or educational visits will only be repaid if the College has not incurred the cost.

Student Transport

A full refund will be paid if the transport pass is cancelled within four weeks of issue. After four weeks no refunds will be given as the College will then be committed to its arrangements with transport suppliers. Specific terms are contained within the Transport Terms and Conditions.

Policy Name: FIN009 - Refunds Policy Appendix 1 - Procedure

Policy Author: Chief Financial Officer

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Approved by:

Review Date: April 2027

Site: Inspire Insights, Student Hub

If a student ceases to use home to college transport after **1st November** in any academic year, there is no entitlement to a refund for any amounts paid up to that point.

Other

If any person is not satisfied with any product or service supplied by the College they should follow the guidance given in the College's Complaints Policy. A refund will be made if the complaints procedure has been followed and the College is at fault.

Advanced learning loans

Students who indicate that they will fund their course with a loan from the Student Loan Company (SLC).

For students who are funded by SLC tuition loans for Further Education, it is expected that they will produce their SLC funding approval letter at the point of enrolment. In this instance this approval letter will be accepted as full payment of fees.

If a student withdraws from the course, the SLC ceases making payments to the College immediately. Therefore, the student shall be liable for any remaining fees not paid by the SLC. The student will be invoiced with payment due in 30 days.

It is therefore important that students who enrol on a course with the support of the SLC complete their course to avoid being liable for some of their fees immediately.

Four Week Cooling off Period

IEG operates a four-week "cooling off" period for full time/36-week courses starting from the latter of either the date of enrolment or the start date of the course enrolled upon. Within this period, a student can withdraw without liability other than a 10% administration fee, subject to a maximum of £30.

Discretionary Refunds

Any refund that does not meet the criteria within these procedures will be regarded as a discretionary refund.

Any student applying for a discretionary refund will be considered by the 'Refunds Panel'.

The refunds panel consists of three members drawn from Finance, Curriculum/Quality, and Student Services.

The panel will meet monthly, and will inform the student of the outcome within five working days of the panel decision.

Applying for a Refund or Transfer

All claims must be made in writing to the Information Advice and Guidance Team or the Finance Department. All claims must normally be made within 28 days of the date of withdrawal.

All claims must be supported by evidence of payment.

IEG will normally inform all applicants of the outcome of their claim in writing within 28 days.



Refund Request Form

Name of Payee:		Payment Amount £:			
Name of Student:		Payment Date:			
Details / Reason for Refund					
Requestor:		Date:			
Department:		Cost Centre (FIN):			
		Analysis Code: (810200)			
<u>Original Payment Method</u>					
Wisepay		Card		Cash / Cheque	
Wisepay Payment Reference Number:		Card Number:		Sort Code:	
		Expiry Date:		Account Number:	
		Receipt Number:		Receipt Number:	
I declare the above details to be correct and agree for the refund to be made from my cost centre.					
Budget Holder's Signature:		Date:			

Please return completed forms to income@ieg.ac.uk

*Discretionary credit notes/ refunds up to £1000 must be authorised by Head/Director of Finance

*Discretionary credit notes/ refunds up to £5000 must be authorised by Chief Financial Officer

*Discretionary credit notes/ refunds over £5000 must be authorised by F&R Committee