## LEICESTER COLLEGE

## Refund Policy

## Due to risks of money laundering under the Proceeds of Crime Act refunds, when agreed, will only be made to the original payee and by the same payment method as the original payment was made (except where the original payment was made in cash, whereby the refund will be made by cheque to the learner).

## Refunds will only be paid on the following basis:

## College cancellation of the course – a full refund is due.

## Learner withdrawal from a course in non-exceptional circumstances:

## Courses of 24 weeks or longer (full-time and part-time) - If withdrawal is within the first six weeks, a full refund is due, subject to a £20 administration charge. After this time no refunds will be made.

## Courses of more than 2 weeks but less than 24 weeks - If withdrawal is within the first two weeks, a full refund is due subject to a £20 administration charge. After this time no refunds will be made.

## Courses of less than 2 weeks, if no more than one attendance, a full refund is due subject to a £20 administration charge. After this time no refunds will be made.

## No refunds will be made for fees less than £20.

## Learner withdrawal from a course in exceptional circumstances:

## If a refund is deemed to be due for one of the reasons detailed in this section, the following rules will be applied in calculating the amount:

## Courses of 24 weeks or longer (full-time and part-time)

## If withdrawal is within the first six weeks, a full refund is due.

## If withdrawal is after six weeks, a part refund is due based on the proportion of the course completed.

## Courses of more than 2 weeks but less than 24 weeks

## i. If withdrawal is within the first two weeks, a full refund is due.

## ii. If withdrawal is after two weeks, a part refund is due based on the proportion of the course completed.

## Courses of less than 2 weeks

## If withdrawal is after one attendance, a full refund is due.

## If withdrawal is after more than one attendance, a part refund is due based on the proportion of the course completed.

## Exceptional circumstances where refunds can be considered are:

## (a) The learner transferring to another course where the difference in fee can be refunded or becomes due.

## (b) Serious illness or hospitalisation evidenced by a medical certificate.

## Serious illness or hospitalisation of a partner, parent or child necessitating full-time care by the learner evidenced by a medical certificate.

## Misinformation about course fees and costs if the learner can demonstrate this clearly.

## (e) Poor quality of service; if a complaint has been upheld through the College’s complaints procedure.

## (f) Other exceptional circumstances can be considered at the discretion of the College.

## International Learners

## Refunds are only available in the circumstances highlighted above and will be made in the following manner:

## (a) A £250 administration fee will be retained from the £1,500 deposit paid.

## (b) Details of learners no longer remaining in England under the terms of their Visa will be notified to the UK Border Agency and, where applicable, their sponsor.

## (c) Any balance of deposit or fees paid will then be refunded (less the £250). The appropriate amount will also be deducted for the weeks attended. If attendance was for more than six weeks, no refund will be given.