



## Tuition Fees Refund and Withdrawal Policy

ELT manager	Director of Finance & Resources
Responsible officer	Director of Finance & Resources
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Equality impact assessment	November 2019
Further information (where relevant)	

Reviewer	Date	Review Action/Impact	BoM
DoF	Jul 2016	Changes to 1.1 bringing WHC Policy into Line with UHI Fees Policy.	Oct 16
Paula Lister	Nov 2019	Minor amendments to role titles and wording	

## Tuition Fees – Refund and Withdrawal Policy and Procedures

WHC reserves the right to amend this policy at its discretion. The most up-to-date version can be downloaded from our website

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## Tuition Fees - Refund and Withdrawal Policy

### 1 Purpose

- 1.1 To provide a refund policy to be adhered to by Finance staff that are involved in processing refunds of course fees or in calculating the fees due when a student withdraws from a course.

### 2 Policy

- 2.1 West Highland College UHI will ensure that the Refund and Withdrawal policy is adhered to by all appropriate staff. This policy is in line with the UHI refund & withdrawal policy for Higher Education courses.

### 3 Scope

- 3.1 The college must ensure that the policy for refunds and withdrawals represents fair and reasonable consideration towards students whilst simultaneously protecting the College from financial loss.
- 3.2 Refunds of course fees are granted only where either the College cancels the course or where the student withdraws from the course in exceptional circumstances. In a case where a student withdraws prior to making payment, the amount due should be calculated so that it will equal the non-refunded element of the fee had a refund been due.
- 3.3 Refunds are not granted where a student remains on a course but claims a refund on the basis of a change of circumstances.
- 3.4 This policy does not apply to fees paid by the Student Awards Agency Scotland as these refunds are covered under specific terms and conditions. This policy covers fees paid from the College's Bursary Fund.
- 3.5 This policy does not apply to BEST courses
- 3.6 This policy should be read in conjunction with the College Equality, Diversity and Inclusion Policy and its separate Disability, Race and Gender Equality Schemes.

### 4 Responsibility

- 4.1 The Director of Finance & Resources is responsible for managing this policy.
- 4.2 Appropriate members of Finance staff are responsible for the effective operation of the Policy and Procedures.

## 5 Refund policy

Tuition fees are not refundable unless a written request is received for exceptional circumstances

Circumstances	Refund
Course Cancelled by College	Full Refund
Withdraws at least 4 weeks before course starts	Full refund less administration fee of £100 and less any non-refundable costs (e.g. SQA Assessment fees)

### 5.1 Withdrawals

In exceptional circumstances i.e. ill health, employer relocates student or course not as described in prospectus a written request must be submitted by student.

Date of commencement	Termination of study date	Refund available
Courses commencing in August/September	Before 01 November	100% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
	Between 01 November and 01 February	50% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
	After 01 February	No refunds available
Course commencing at other dates	Within eight (8) weeks of the date of commencement of the course (excluding non-teaching weeks)	100% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
	Between eight (8) and twelve (12) weeks of the date of commencement of the course (excluding non-teaching weeks)	50% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
	After twelve (12) weeks of the date of commencement of the course (excluding non-teaching weeks)	No refunds available

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<b>Amount of course elapsed</b>	<b>Refund available</b>
Up to 25% of course/module or unit load	100% refund on fees due less administrative charge of £100
Up to 50% of course/module or unit load	50% refund on fees due less administrative charge of £100
More than 50% of course/module or unit load	No refunds available

<b>Termination of study date</b>	<b>Refund available</b>
Within eight (8) weeks of the date of commencement of the course/module	100% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
Between eight (8) and twelve (12) weeks of the date of commencement of the course/module	50% refund on full year's fees (or pro-rata equivalent) less administrative charge of £100
After twelve (12) weeks of the date of commencement of the course/module	No refunds available

Where a student withdraws from a course prior to paying the fees due, an invoice will be issued.

Where a student has paid the course fees and does not turn up, fees are non-refundable.

The percentage of the course which has been attended will be determined based upon the last day of attendance per college registration system or date of letter from student (whichever is the later) against the total number of full weeks on the course.

### 5.2 Refunds

Refunds are not granted where a student remains on a course but claims refund on the basis of changed circumstances (i.e. student becomes potentially eligible for a fee waiver). However, students in such circumstances may utilise the appeal process (section 5.5) and if successful would be awarded a refund in accordance with the above table.

### 5.3 Application for refunds

Students who wish to apply for a refund should do so, in writing, to the Finance Office where the application will be assessed. The outcome of the application will be provided in writing and if successful a refund will be made within 14 working days of the decision.

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### 5.4 Discretionary Funds

In exceptional circumstances the refund policy can be over – ridden at the discretion of the Principal or Chairman of the Finance & General Purposes Committee.

### 5.5 Appeals

If a student wishes to appeal against a refund policy decision, he/she should do so, in writing to the Director of Finance & Resources. A committee, comprising of the Director of Finance & Resources and Head of Curriculum, will hear all appeals. The Director of Finance & Resources will formally notify the student of their decision within five working days of the appeal being heard.

If the student is still not satisfied, then he/she can appeal directly to the Principal whose decision will be final.

## 6 Review of Policy

- 6.1 The policy will be reviewed whenever changes affect it or after 3 years, whichever is earliest.