

<b>Title</b>	FEES REFUNDS PROCEDURES
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### **Fee Refunds procedure**

This section sets out the criteria by which refunds are approved

#### **Course Cancellation**

##### ***LECB will refund fees in full:***

- If a course is closed in the first two weeks or cancelled before it starts.
- If LECB cancels a learner's course(s) prior to start date and are unable to provide a suitable alternative, they will be entitled to a full refund of the fees.
- If LECB changes a course venue, dates or times and the alternative offered is unsuitable for the learner
- If LECB is unable to deliver a course remotely as an alternative method to onsite delivery. For courses that are in progress, learners **may** be entitled to a partial refund if LECB is unable to continue the delivery remotely .**This will apply for a time sensitive period ending 31 July 2021(TBC)**

## Cooling off period

The 14 calendar days cooling off period commences from the day the learner is enrolled in the system, not from the start date of their course. During this period, the learner will have the right to cancel the course within 14 days but only up to 48 hours before the start date and obtain a full refund. Once the cooling off period has expired there is no obligation on LECB to make any refund unless this is due to service failure.

## Refunds relating to transfers

Learners will be able to transfer without any additional fees if this arrangement has been made by LECB. If it is by the request of the learner; they will be liable to pay any additional fees relating to the new course plus the standard charge of a £15 transfer fee. If a learner transfers to a course that is of less value, they will be refunded the difference after a deduction of **a £15 transfer fee**.

Payment for a course cannot be transferred to another person i.e., if a learner is unable to attend the course the course fees cannot be transferred to another person at their request.

## ***Refunds relating to a learner's medical condition***

Refunds for leaving a course due to a learner's medical condition will only be given on proof of a doctor's certificate. The learner will receive a proportional refund of the fees paid in relation to the number of classes remaining. The refund will be dealt with from the date the doctor confirms the learner's medical condition.

The learner must complete **the refund application form**. Any request for a refund must be made within 60 calendar days from the last date of attending the course. Every refund application is assessed fairly by the Vice Principal Curriculum and Quality, taking into consideration appropriate documentation submitted by the learner.

## Refunds for re-scheduled class

LECB occasionally has to reschedule a class due to unforeseen circumstances. Arrangements would be made to suit the majority of the class and availability of suitable accommodation. On request, the learner would be entitled to a refund to the value of the session/s missed in circumstances where a rearranged class is not convenient for them to attend. The request must be made within 60 calendar days of the rescheduled class.

## **Request for refund due to quality of service**

Where LECB has not met the learner's expectations and the learner is unhappy with the quality of service provided, a refund (full/partial) may be issued provided the dissatisfaction is substantiated and evidenced. A written application based on dissatisfaction on the quality of service provided by the college from the learner will need to be obtained. The decision is made by SLT.

## Refund method

The learner must complete a refund application form in all instances. If the learner has paid by debit or with credit card, the amount due will be refunded to the card. If the learner has paid cash, then the payment may be refunded by bank transfer. The bank transfer refund method should be agreed between the learner and LECB and in conjunction with the LECB financial procedures \*\*. LECB no longer processes refunds by cheque.

LECB reserves the right of refusal to refund any learner who has a current debt with the college.

**\*\* (reference: *LECB online payments procedures*)**