

Eastleigh College

Course Refund Policy

All College policies, procedures and strategies are underpinned by the College [strategy](#), our values (ambition, professionalism, resilience and respect) and FREDIE (fairness, respect, equality, diversity, inclusion and engagement). The four 'pillars' of the College strategy are; sustainability and direct delivery growth, high standards and an expectation of excellence, reputation and brand, and forward scanning.

Every policy, procedure and strategy is also considered against the College's sustainability and digital commitments. The College will champion an environmentally sustainable approach across all activities and will share this knowledge with learners, businesses and regional stakeholders. This includes our human behaviour, approach to planning, how the future College will seek to operate, and how we engage with our community and region.

The College is digitally ambitious. As such a 'digital by design' approach informs decision making, delivery, planning and operations. This commitment extends to ensure that all future implementations to existing policies are also considered in a digital context, therefore supporting the sustainability first agenda with regards to College strategy.

It is College policy to make refunds only in certain circumstances and when payment has been confirmed:

College Cancellation

Please note that if a minimum number of enrolments is not reached, the course may be cancelled. In an effort to minimise the risk of this happening and to accept late enrolments, decisions to do so may well be within the seven days prior to the course start date.

Should the College cancel a course the learner(s) will be contacted and a full refund will be given. If the course has started and the College decides in consultation with the learner, that the course is not suitable for the learner and an alternative course is not available, a refund will be granted.

Where a course has started and the College has to postpone individual sessions due to circumstances outside of their control, every effort will be made to reschedule these sessions. Where sessions are rescheduled to a later date, no refund is due. Should it not be possible to reschedule the sessions, then a pro rata refund will be granted. The College reserves the right, within reason, to change the venue and/or delivery mode of a course to enable learners to complete their studies.

Learner Cancellation

Application Stage

The applicant is entitled to a full refund 14 days after the online application date which is known as the cooling off period.

Thereafter, the following refund amounts will apply:

- 1 week prior to the start of course 0% refund.
- 1 week to 1 month prior to the start of course 50% refund.

- More than 1 month prior to the start of course 100% refund.

Where a refund is not payable, applicants may transfer to another course at the discretion of the Head of Brand, Engagement and Learner Recruitment.

Enrolled Learner

If the learner opts to withdraw and the course has commenced within the 14 day cooling off period, then a proportion of the fees will be retained by the college for the period that the learner attended college.

If the course has commenced after the 14 day cooling off period, no refund of fees will be given unless the learner has withdrawn due to a serious medical condition (evidence will be required).

Instalment arrangements are still payable even if the learner withdraws from the course before completion, and therefore will still be processed. If the outstanding fees are not paid further action may be taken to recover the outstanding fees.

Any transfer request by the learner to an alternative course is granted at the discretion of Eastleigh College.

At the course start date the learner may be entitled to either an Advanced Learner Loan, Higher Education Loan or a Career Development Loan. However, if the loan is declined by the loan provider or the learner fails to apply in a reasonable period as determined by the College, the learner will become liable for any outstanding fees. Also if a learner withdraws before the completion of their study, they will become immediately liable for the difference between what has been drawn down against their loan, and the full cost of their course.

In all circumstances, examination fees will only be refunded if they have not already been paid to the relevant Examining Board.

These terms (excluding payment by instalments) also apply to employers who are funding the training of an employee. If a learner thinks they meet the criteria for a refund then they will be required to complete a refund application form and return it to the Head of Brand, Engagement and Learner Recruitment.

Exceptional circumstances

Under exceptional circumstances, a request to change to a different course, or the same course with the start date in the future, may be approved if a request is received in writing to the Head of Brand, Engagement and Learner Recruitment, once the existing course has started.

Examples of exceptional circumstances are, but not limited to, sickness (including Covid-19), redundancy, experiencing a bereavement, being a victim of a crime or the sudden significant illness of a close family member.

Short courses

Some short courses, with a duration of less than 5 days, may incur a 20% cancellation fee if the learner withdraws from the course with short notice, even if payment has not yet been received.

Complaint

If, as a result of a complaint, the College is found after investigation, to be in default of its obligations, a partial or full refund may be arranged.

Payment of Refunds

Payment of refunds, will normally be made via the same payment method they were received, they not always be the same as receipt, for example we wouldn't refund in instalments if paid this way.

All approved refunds will be made within 14 days following receipt of the refund application form.

Refund requests should be addressed to:

The Head of Brand, Engagement and Learner Recruitment
Eastleigh College
Chestnut Avenue
Eastleigh College
SO50 5FS
Email: BeBetter@eastleigh.ac.uk

This policy will be reviewed annually by the Head of Brand, Engagement and Learner Recruitment and approved by SMT.

Reviewed by Head of Brand, Engagement and Learner Recruitment November 2021.
Approved by SMT 11 February 2022