

Refunds/ Withdrawals Policy

Refunds (FE and HE)

- Course fees will only be refunded in full if a course is cancelled by the College. If a course is closed prematurely a partial refund will be given based on the number of cancelled sessions. The College reserves the right to close any class on which insufficient students have enrolled. The decision to close classes may be made up to two weeks before the course is due to start and any time after it starts.
- If because of exceptional circumstances a student is unable to take up a place or complete a course a partial refund may be given. A student must complete and submit a Refund Application and any refund will be subject to an administrative charge of £20 plus any awarding body registration fees.
- If a refund is granted but a student has fees outstanding the refund will be used as a credit against fees due.
- In the event that a class tutor is ill every effort will be made to cover the class. If this is not possible the College will use reasonable endeavours to make up the lost time. In all such cases there shall be no entitlement to a refund.
- Refunds will not be given if the College has to close due to storm, flood, fire or other unforeseen emergency.
- If a student chooses not to take an examination on a course which had an exam fee included in the listed fee they will not receive a reduction or refund.
- Refunds can only be approved by the Director of Finance.
- If a student decides to move to a lower fee course there is no entitlement to a refund.
- If a student wishes his/her refund to be paid to a third party a letter of authorisation signed by the student must be sent with the refund request. This also applies if a third party has paid fees for a student.
- All applications for a refund can only be made during the academic year that the course ran, applications made after this time will not be considered.

Withdrawals (FE)

- If a student withdraws or is withdrawn from a course they are still liable to pay the full course fee.
- If because of exceptional circumstances a student withdraws from a course they can apply to have their outstanding course fees deleted. A student must complete and submit a Deletion of Fees Application and any deletion of fees is subject to an administrative charge of £20.
- Deletions of Fees can only be approved by the Director of Finance.

- If a student does not apply for a deletion of fees due to an exceptional circumstance or any application is refused then the College will take all necessary means to recovering the outstanding course fees which include the use of a Debt Recovery firm.
- All applications for a deletion of outstanding course fees can only be made during the academic year that the course ran, applications made after this time will not be considered.

Withdrawals (HE)

- If a student withdraws or is withdrawn from a course they are still liable to pay the full course fee.
- If because of exceptional circumstances a student withdraws from a course they can apply to have their outstanding course fees deleted. A student must complete and submit a Deletion of Fees Application and any deletion of fees is subject to an administrative charge of £20.
- Deletions of Fees can only be approved by the Director of Finance.
- If a student does not apply for a deletion of fees due to an exceptional circumstance or any application is refused then the College will take all necessary means to recovering the outstanding course fees which include the use of a Debt Recovery firm.
- All applications for a deletion of outstanding course fees can only be made during the academic year that the course ran, applications made after this time will not be considered.

For further information on the College Refunds/Withdrawals Policy, please see:

<https://www.rutc.ac.uk/images/pdfs/Policies/RuTC-Refunds-Withdrawals-Policy.pdf>

For further details on the College Student Protection Plan please see:

<https://www.rutc.ac.uk/images/pdfs/Policies/RuTC-Student-Protection-Plan-OFS.pdf>