



**Tameside
College**

FEE REFUND POLICY

Please read carefully then complete Section (1) overleaf

- If for any reason the College has to cancel or discontinue a course a full refund of fees will be made. In these circumstances no deduction will be made to cover administration or other costs incurred.
- For courses which run over a full academic year, if a learner withdraws **within the first three weeks** of a course the College will make a pro rata refund of fees, based on attendance, after deducting an administration charge of £20. Requests for refunds in respect of courses which run for less than an academic year will be considered on an individual basis. In all cases, where the College has incurred specific costs in respect of the learner (e.g. exam fees, kit) these costs will be deducted from any refund of fees to the learner.
- Refunds will not be given after three weeks of the start of a course.
- Where a learner has opted to pay by instalments any refund due will be calculated on the full course fee and the instalments adjusted accordingly. If no refund is due under this policy the learner will be expected to continue to honour the agreed payment plan.
- All refund applications must be approved and signed by the appropriate Head of department and by a member of the Executive Team.
- **All refund applications must be submitted with a receipt as evidence of payment of course fees to finance@tameside.ac.uk**
- Exceptionally, individual circumstances may be considered outside these regulations. Where a fee refund is proposed which is outside the regulations, the fee refund form must be countersigned by the Executive Director of Finance and Estates & Deputy Principal.

Online Enrolments Refund Policy

If you enrol online, under the United Kingdom's Distance Selling Regulations you have the right to cancel your enrolment and request a full refund within 7 working days. Cancellation of your enrolment must be made in writing quoting your details and course code within 7 working days of the date of confirmation that your payment has been processed to finance@tameside.ac.uk. Refunds to credit/debit cards usually take 3 to 5 working days.



REQUEST FOR REFUND OF FEES

PLEASE REFER TO FEE REFUND POLICY

PLEASE NOTE THAT A £20.00 ADMINISTRATIVE CHARGE WILL APPLY

Section 1 TO BE COMPLETED BY RECIPIENT

Full Name:	Student Number:
Course Title:	Course Code:
Method of payment: Cash <input type="radio"/> Worldpay <input type="radio"/> Direct Debit <input type="radio"/>	Receipt No:
Student's Signature	

*****PLEASE NOTE***** Payment made by debit/credit cards will be refunded back to the original card – for verification reasons, please leave your contact telephone number.

Telephone Number:

Refund by BACS/CARD

Bank Account Name	Sort Code: Bank Account No
Last 4 digits of your card number	Checked by Finance Dept.

Section 2 TO BE COMPLETED BY COLLEGE

In accordance with audit requirements, I have checked that this student attended the course as follows

Date Course Started	Last date of attendance	Total days attended
Signed (Head of department)		Date:
Total fee paid £	Refund amount (less £20 admin fee & Pro Rata fee) £	
Signed (Executive Team)		Date:

Section 3 FINANCE USE ONLY

Refund payment method Cash <input type="radio"/> Bacs <input type="radio"/> Worldpay <input type="radio"/>	Amount to be refund/rejection reason £	Payment Date
Checked by:	Entered on Prosolution:	Journal Codes