

PRESTON

COLLEGE

FEE AND REFUND GUIDE

2023/24

The college assumes that all students will have thought long and hard about taking up a course prior to enrolling and paying fees. The College provides extensive Careers, Education, Information, Advice and Guidance which should be accessed prior to enrolment to determine appropriateness of intended programme of study. However, no matter how well intentioned you may be, the college understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. The Fee and Refund guide relates to courses with a start date between 1st August 2023 and 31st July 2024, inclusive.

REQUESTS FOR REFUNDS FOR FURTHER EDUCATION COURSES

Learners who have paid fees for Further Education courses, including Adult Community learning and full cost.

Cancelling your course/enrolment

For enrolments that are completed in advance of the course starting, you can cancel your enrolment at any time prior to the course start date.

The College must be notified in writing within this period, by any of the following methods:

- Completion of the refunds form on the College's website www.preston.ac.uk
- Email to refundrequests@preston.ac.uk
- Write to Refunds, Central Data Services, Preston College, St Vincent's Road, Preston, PR2 8UR

If you have informed us of your cancellation before the course starts, and no classes have been attended, you will be entitled to a full refund less a £20 administration fee. Cancellations where any classes have started will be treated as a withdrawal. Non-attendance is not classed as cancellation.

Withdrawing from your course/enrolment

Any refunds or outstanding fees will be calculated on this basis:

If you withdraw...	You will be liable to pay...
During the first 2 weeks of your course	£20 administration fee
From the third week of your course until the end of your course	the monthly proportion of the fees based on your last date of attendance

Examination/registration fees will only be refunded if the College has not paid these to the relevant awarding body.

Course cancellation

If the College cancels a course, or the course does not start due to a lack of support, we will do our best to find an alternative. If no suitable alternative is available, a full refund will be given.

Course rescheduling

If the College reschedules a course for a different time or day or location, and this is not convenient for you, a full refund will be given. No refund will be given for a change of tutor.

Requests for credits or refunds relating to illness

If you become ill during the period of your course you may apply for a refund if your condition is permanent and prevents you from continuing.

If your condition is temporary then you may apply for a credit which will permit you to re-enrol at a later date (credits are valid for the current and subsequent academic years only, and where not used by the end of the academic year, will be cancelled).

The refund or credit will be at the discretion of the College, and will be calculated on a pro-rata basis from the date of the last class attended. Exam fees are not refundable where these have been paid to the relevant awarding body. Medical evidence will be required in the form of a doctor's note.

Under no circumstances can a credit be converted to a refund. Credits cannot be transferred to any other student or person.

Any appeals will be dealt with by the Executive Director of Resources.

Requests to transfer courses and use credit towards cost of new course

Where a learner wishes to change courses prior to their course starting, and they would like to use the money paid to go towards the cost of a new course, this must be done within the same academic year. Any requests to transfer money paid towards the cost of courses in a subsequent academic year will be treated as a cancellation of your course/enrolment, refer to page 2.

Requests for refunds relating to general absence

The College is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances or any other reasons for not being able to attend the course. In these circumstances, any outstanding fees will remain payable.

Excluded Learners

Where a learner has been excluded by the College, there will be no refund of fees and any outstanding fees will remain payable.

Enrichment Activities and Trips

Where a learner cancels their place on an enrichment activity or trip, where fees have needed to be paid in advance by the College to an external party, no refund will be given unless an alternative participant enrolls and pay the fees. If a deposit only has been paid, full fees will remain payable.

REQUESTS FOR REFUNDS DUE TO QUALITY ISSUES

If you are dissatisfied with your course and your tutor cannot resolve the issues then you should submit a complaint to Student Services via the online complaints form on the College's website (www.preston.ac.uk) within 15 days of the cause for complaint. The complaint and refund request will be investigated in line with the College's complaints procedure. Your complaint will be acknowledged within 2 working days and you will be informed of the outcome of the investigation within 20 working days of the College receiving your complaint. If we substantiate your claim, you will receive a refund as appropriate. If your claim is not substantiated, including after appeal, you will not be entitled to a refund.

You can also refer to the Student Protection Plan (for Higher Education Learners only) and the Complaints Procedure for further details.

REQUESTS FOR REFUNDS FOR HIGHER EDUCATION COURSES

Higher Education Courses – through a University

Refunds for HE courses that are through a University will be dealt with in line with the University's fee policy.

Higher Education Courses – Preston's College Directly Funded

If you decide that the Higher Education course is not for you and you want to withdraw or intercalate, the amount of fee you will be liable to pay will vary depending on the date you withdraw. Any refunds or outstanding fees will be calculated on this basis.

If you withdraw...	You will be liable to pay...
During the first 2 weeks of your academic year	Nil fee
From the second week of your academic year until commencement of term 2	25% of the full tuition fee
From commencement of term 2 until commencement of term 3	50% of the full tuition fee
From commencement of term 3	100% of the full tuition fee

The College is required by consumer legislation to provide learners with essential information regarding their course, any partner University's rules and regulations learners will be subject to (referred to as 'student policies'), fees and other charges, as well as the right to cancel your place. Please see further details on our website at <https://www.preston.ac.uk/higher-education/policies/>

REQUESTS FOR REFUNDS DUE TO OVERPAYMENTS

Should a student or sponsor make an overpayment they should notify the College in writing by any of the following methods:

- Completion of the refunds form on the College's website www.preston.ac.uk
- Email to refundrequests@preston.ac.uk
- Write to Refunds, Central Data Services, Preston College, St Vincent's Road, Preston, PR2 8UR

All requests will be acknowledged within 3 working days and considered within 14 days.

REFUND PAYMENTS

Refund payments will be made in the most appropriate manner, generally by the method originally paid. This may be via BACS, refunded to a debit/credit card or in cash. Where possible, refunds under £10 may be made in cash. Arrangements for the collection of cash will be made within the relevant College Department as required.