



## Refund Policy for Student Tuition Fees

Following acceptance of a course place the College will inform students of the options that are available for financing their course fees. If a student is notified by the College as being responsible for payment of their fees, then they are liable for the full course fee at the time of enrolment.

Please note that using SAAS or another form of funding should be actioned as soon as possible. If no award is granted, the College will notify the student that they are liable to pay their fees. The student will be provided with details on the options that are available regarding making payment and they will have 2 weeks to make payment arrangements otherwise they will be withdrawn from the course.

The College offers a payment plan policy to support a student where payment cannot be made in full, details are available within this link [Finance Information for Students](#) or via the College website. However, please note that if a student is eligible for a payment plan, they remain liable for the full course fee.

Where a student withdraws prior to the end of their course they remain liable for the full fee.

A refund of course fees are only granted in certain circumstances which are detailed below.

### Refund Requests

#### Prior to Course start date:

If a student has enrolled on a course and then makes the decision to withdraw, they must contact the College as soon as possible. The following charges will apply to all students, subject to their right to cancel within the cancellation period set out below.

Notice Given	Payable on Cancellation	Payable on Transferring Course
Less than 3 weeks of the course start date	100% of the course fees	£25 administration fee
More than 3 weeks of the course start date	Full refund	£25 administration fee

A written request must be received by the College at least 3 weeks before the start of the course.

Once written notice of cancellation has been received, any refund that may be due to the student will be arranged less the administration fee of £25. The refund will be processed by the Finance Department and issued within 14 working days of the request being received.

#### College Cancellation/Postponement or Change to Day and or Time:

Fife College reserve the right to cancel a course where necessary and Delegates will be offered a place on the next available date at no additional charge. If there are no future course dates that are suitable a full refund of course fees will be offered.

The College Finance Department will issue a refund within 14 working days of the course being cancelled.

#### Student Requests an 'Exceptional Refund'

Where appropriate a refund (in full or pro-rata'd) will be granted to students who have not been able to submit a written request 3 weeks before the start of their course. Refunds of this type will be for exceptional circumstances only.

Refunds will only be considered once the student's withdrawal date is confirmed to the College Finance Department.

If a student feels that they should be considered for an 'Exceptional Refund' then they must submit a written request to the College Finance Department at the following address [finance@fife.ac.uk](mailto:finance@fife.ac.uk). The student must ensure that they provide in full all relevant information regarding the circumstances and the reason for the refund request.

Exceptional refunds will only be considered and communicated to the student by the College Finance Department. Only the Finance Department can authorise a refund of fees.

If a refund request is approved then the College Finance Department will issue a refund to the student within 14 working days of the request being approved. The administration fee of £25 will normally be waived in this instance. If the request is rejected then a response will be given in writing.

Any queries regarding this policy should be directed to the Finance Department at this address [finance@fife.ac.uk](mailto:finance@fife.ac.uk).