

Refund & Credit Policy 2024 - 2027

1. Introduction

- 1.1 Requests for changes to enrolments will be considered individually in accordance with the College's Refund and Credit Policy as detailed below. You will receive a decision within 5 working days of the request being received by the College. Except for instances highlighted in para. 9 below, all refunds, credits and transfers are subject to a £20 administration fee for fee paying learners.
- 1.2 This policy will be revised every three years. You will be subject to the policy in force at the time of your enrolment.

2. Cooling-off period

- 2.1 For enrolments made by telephone or online there is a cooling-off period of 14 days. If you cancel within the 14-day period, you may be entitled to a refund, less a £20 administration fee. After the 14-day cooling-off period or if any classes have been attended, this will be treated as a withdrawal and full fee will be payable. Refer to section 3.

3. Cancelling / Withdrawal of your enrolment

- 3.1 For enrolments that are completed in advance of the course starting, we will refund your fees provided that you notify us in writing and request your refund at least 10 working days before your course commences. If you choose to cancel your enrolment, we will retain 20% of the total fee that you have paid or a minimum of £20, whichever amount is higher, to cover administration and potential loss of income.
- 3.2 Cancellations less than 10 days before the start of the course or after the course has started will be treated as a withdrawal and **no refund** will be given. This includes changes in work/family/financial commitments, or if you are withdrawn from a course at the request of the tutor due to poor/non-attendance or conduct issues. The full fee for the course remains payable by you, so outstanding payments on instalment plans, for example, will be collected.
- 3.3 The above conditions also apply where gift vouchers have been used to fund or part fund a course. If a gift voucher has been used for payment any return of fees will be in the form of RHACC credit. No cash refunds will be given for vouchers.

4. Advanced Learner Loans

- 4.1 If you withdraw from a course financed through an Advanced Learner Loan, you will be liable to pay the full course fee, less any loan entitlement.

5. Sponsored students

- 5.1 If a sponsor arrangement ceases, you will be liable for fees in line with the policy above.

Owner:	Vice Principal, Finance & Resources	Approved by:	Finance & Resources Committee
Review interval:	Three years	Approved on:	October 2024
Date of next review:	July 2027	Post to website:	Yes

6. Transfers

- 6.1 Transfers will only be granted in exceptional circumstances. To transfer to another course, you will need to complete the transfer request form online, providing full details of your circumstances. Transfers will only be considered if you have not attended any classes and at the discretion of the College. The request should be submitted at least 10 working days prior to the course starting date. All transfers will incur a £20 administration fee for fee paying learners.

7. Credits or Refunds relating to illness

- 7.1 If you are not able to complete the course due to illness, medical condition or injury you may apply for a credit note. The RHACC credit or refund will be calculated on a pro-rata basis from the date of the last class attended. A refund will only be granted if the condition is permanent and prevents you from returning in the next 12 months. Exam fees are not refundable. Medical evidence will be required in the form of a doctor's letter or equivalent. We consider all requests on an individual basis, depending on circumstances. All refunds as a result of illness, will incur a £20 administration fee for fee paying learners.

8. RHACC credits

- 8.1 A RHACC credit can be used for future enrolments and is valid for 12 months from the date of issue, after which it will automatically expire. RHACC credits cannot be transferred or converted to a refund. All RHACC credits and refunds arising as a result of illness will incur a £20 administration fee.

9. Course cancellation/rescheduling/change of tutor

- 9.1 If the College cancels a course or the course does not start due to insufficient enrolments, every effort will be made to offer an alternative. If no suitable alternative is available, a refund or credit will be given (if you paid for your course) or you may request a transfer, whereby additional course fees may apply. This may be pro-rata if the course has to be cancelled after the start date.
- 9.2 If the College reschedules a course for a different time or day and this is not convenient for you, a full refund or credit will be given (if you paid for your course) or you may request a transfer, whereby additional course fees may apply.
- 9.3 RHACC reserve the right to change a tutor and will not issue a refund or credit due to a change of tutor. Our tutors may have different teaching styles; however, we aim to provide a consistent quality to teaching on all our courses.

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