



## Refund and Transfer Policy

### London College of Accountancy Business & Computing

#### REFUND AND TRANSFER POLICY 2009-50

Refunds for courses are only granted in certain circumstances which are detailed below. Transfers between courses which have already started are only allowed for educational reasons because of changes in funding and the high costs of administration. Reassignment of enrolments from one course to another is only allowed prior to the start of a course, and fee conditions apply.

#### Student Requests Refund Before Start of the Course

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

The Student will receive a full refund of fees paid, less an Administration Fee of £50, to cover the administration costs for the cancellation. The Administration Fee will only be deducted once irrespective of the number of courses cancelled.

The College's Finance Department will normally issue a refund cheque directly to the student within 15 working days of the request being received by the College.

#### 2) College Cancels a Course

If LCABC cancels a course and cannot offer a suitable alternative then a full refund will be given. If a course is cancelled even after its start, full refunds will be made to student..

The College's Finance Department will issue refund cheques directly to the affected students within 15 working days of the course being cancelled. Students do not need to make a written request for a refund in this situation.

#### 3) Student Requests Refund Due To Change in Date or Time of a Course

If LCABC makes a change to the date or time of the course and the student is unable to attend due to the change then a full refund will be given. The student needs to submit a request in writing to the Principal at the College who will ensure that the refund request is processed efficiently.

The College's Finance Department will normally issue a refund cheque directly to the student within 15 working days of the request being received by the College.

#### 4) College Cancels a Single Session of a Course

If one session cannot go-ahead then the College will try to make-up the lost session. If this is not possible then a pro-rated refund will be paid.



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Refund cheques will be issued directly to the affected student within 15 working days of the end of the course.

Refunds will be payable and extra sessions can be provided even if the cancellation is for reasons outside the control of the College (e.g. because of very bad weather conditions or a security alert.)

#### **5) Student Makes Formal Complaint / Valid Educational Reasons**

All student complaints are co-ordinated by the Principal. In most cases, they arise as a result of a Complaint Form being submitted.

Note that LCABC reserves the right to change course tutors or venues from those advertised. Changes to the tutor or venue would not normally be considered as a valid reason for a refund to be granted.

Where a learner complaint is upheld and the student seeks a refund, a refund (either full or pro-rated) of the course fees will be granted. This will include any exam and supplementary fees. The Administration Charge of £50 will not normally be deducted from the refund.

Refunds arising from complaints or educational reasons must be authorised by the Principal or in his absence the Admissions Manager. If the refund is approved then the College's Finance Department will issue refund cheques directly to the affected student within 15 working days of the complaint being received.

#### **6) Student Requests 'Exceptional Refund'**

Very occasionally, refunds (full or pro-rated) will be granted to students even though they have not been able to submit a written request 3 weeks before the start of the courses.

Refunds of this type will be for exceptional circumstances only.

If the student feels that they should be considered for an 'Exceptional Refund' then they should submit a written request to the Principal providing full information about the circumstances. Changes in personal or professional circumstances, injury or any incapacity not coming under the Disability Discrimination Act would not normally be considered as "exceptional circumstances".

Refunds for 'exceptional reasons' can only be authorised by the Academic Admissions Manager or the Principal. If the refund is approved then the College's Finance Department will issue a refund cheque to the affected student within 15 working days of the request being received. The Administration Charge of £50 will not normally be deducted.



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If the request is rejected then a response will be given in writing.

#### 7) Academic Transfers

Occasionally academic departments may suggest that students transfer from one course to another for educational reasons within their own department. In this case a written Request will be made by the department and signed by the Course Manager.

If the cost of the new course is less than the previous course, then the student will be issued with a refund for the difference. The College's Finance Department will issue refund cheques directly to the affected students within 15 working days of the transfer being approved.

If the cost of the new course is higher than the previous course, then the student will be asked to pay the difference before a new enrolment card is issued.

#### 8) Student Requests Course Change ("Reassignment") *Prior* to Course Commencing

Students who wish to reassign their enrolment from one course to another may do so provided they request the move **at least three days *prior*** to the start of the course on which they had originally enrolled. Should the request be to move to a course with a higher fee, then the difference in fee must be paid before the reassignment can be completed. Should the request be to move to a course with a lower fee, the difference in the fee will be refunded to student.

#### 9) Refunds of Registration Fee

If the refund covers all of the courses on which the student is enrolled during this academic year, then the Registration Fee will also be refunded.

**Please note, that irrespective of the method of payment you originally used, the College is only able to make refunds by cheque and apologises for any inconvenience this may cause.**