

# REFUND & COMPENSATION POLICY

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Acculearn Training Limited

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Cranbrook College

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## Overview

The College's Strategic Plan emphasises that its mission is "to provide outstanding education and training for individuals and employers". The College will provide students with as much clarity as possible about the content of their further or higher education programme, location of their studies and timetable prior to the commencement of each academic year and will aim to minimise changes to programmes of study which result in disruption to students during their academic year.

Learners are/will be treated fairly in accordance with the College's Equality and Diversity Policy. In the rare event of the College not being able to meet its obligations, it will be necessary to consider whether refund or compensation is appropriate for students, employers or sponsors.

## Introduction

This policy sets out how the college calculates refunds and reductions toward the learner's fees, who have enrolled on a course or programme of education.

## Policy Context

The words student and learner are interchangeable throughout this document. The College represents "Cranbrook College" and used in the below document interchangeably.

## Scope

This policy applies to all students who enrolled on a programme or course with the College. This policy applies to all higher education students including:

- Students in receipt of a tuition fee loan from the Student Loans Company
- Students who pay their own tuition fees
- Students whose tuition fees are paid by an employer or another sponsor

This Policy will not normally apply to individuals who have completed the studies for which they registered as a student at the College.

## Refund

A refund relates to the repayment of sums paid by a student to the College or an appropriate reduction in the number of sums owed in future by the learner/student to the College. This could include tuition fees, other course costs, or accommodation costs (if applicable).

## Compensation

Compensation will relate to some other recognisable loss suffered by the learner/student. This normally falls into the below categories.

Compensation includes:

- maintenance costs
- lost time
- travelling cost
- additional tuition costs
- etc

## Refund Policy

The Purpose of this policy is to ensure that learners are aware of the procedures that they must follow in case they become eligible for a refund or compensation.

As a registered further and higher education & training provider which sets out how continuation and quality of study will be well-maintained for current and potential students if a risk to their continued study crystallises.

The College priority is always to ensure that students receive the best and quality education they are entitled to expect. As far as possible, complaints should be resolved through dialogue between learner and the College, and where necessary, via awarding organization. Financial compensation will not always be an appropriate response to complaints, and it is very unlikely that most issues will be resolved in this way. The College will strive to ensure that learners receive what was promised from their learning experience. However, occasionally it will be necessary to consider whether refund or compensation is appropriate.

The College considers refunds and compensation to be a remedy of last resort and is committed to using its best endeavours to ensure all students can continue and complete their studies. It is however important to explain how the College will refund or compensate students if the College is unable to preserve that continuity of study

### The Events Where College Will Refund

An unexpected programme termination occurs when a risk to continuation of study occurs due to unforeseen circumstance and the College has no alternative but to terminate a programme before the end of the actual end date, it will be the obligation of the college to full refund.

Due to insufficient numbers or where the attendance of students made impossible or inappropriate by some action of the College. And if this action proves as a necessary, the refund will be processed as part of standard procedure, and there should be no need to contact the College to request that is to undertake.

Fees will not be refunded where course closure is temporary or due to circumstances beyond the College's control including but not exclusive to fire, flood or other unforeseeable circumstances, adverse weather conditions, failure of public utilities or transport systems/networks, restrictions imposed by the government, terrorist attack or threat of epidemic or pandemic disease, temporary staff absences or changes including those due to industrial action.

If such circumstances arise, the College will treat communication and consultation with the students registered on the programme as a priority and will communicate this to the affected cohort/s of students within ten working days of the decision being made.

In the event of a course closure, refunds will not be paid to those students who have:

- Voluntarily left the course;
- Not attended for a period of four weeks prior to closure without previously agreeing a period of planned absence with their course tutor/administrator.

### Terms and Conditions

The College has standard **14 days** cancellation policy which is effective from the date of the payment made for the course.

Cancellation must be done through our online cancellation form or by requesting refund application form via email. In addition to this any course material which learner/student has received, must be returned. Learners are liable for all the cost incurred in returning the goods.

Please return your course material or goods to: 180c Cranbrook Road, Ilford, Essex, England, IG1 4LX (*however, the Postage cost will be compensated by the college, if required*)

Where an online course has been purchased and course material is sent to learner as e-document pdf/videos, we regret that no refunds can be made as the materials are non-returnable.

Where a course has been purchased with a recognised third-party provider, Cranbrook College is not responsible to issue any refunds and the policy of the organisation purchased from, is to be adhered to.

### Registration and Administration Fee

When you request to cancel the admission for any reason, there is course registration and administration fee which is non-refundable in any event.

### All other non-refundable charges

- A charge for the proportion of tuition hours delivered (at the date of the refund request) taken as a pro-rata of total course hours
- The college registration fee
- The identity card fee

- The car park charge (if appropriate)
- The fee for any examinations already entered
- A charge for any course materials issued
- Any trip fees paid that cannot be reclaimed
- An administrative charge.

## Payments

Refunds will be made to the account holder's bank (or other financial institution that originally paid the tuition fee), i.e. Student Loans Company, sponsor or student and or their debit/credit/commercial card and cheque. **Refunds will not be paid in cash.**

## Calculation of Tuition Fee Refunds

As mentioned above up to fourteen calendar days before the commencement of the course the fee paid will be refunded in its entirety on written request. Such requests should be made in writing to the or by email to [info@cranbrookcollege.com](mailto:info@cranbrookcollege.com). The following table indicates the refunds available to students after 14 days from enrolment:

Payable by the College	Amount Charged of Total Tuition Fee	Refund if Paid (Tuition Fee) in Advance
Within 14 calendar days from course start date	0%	100%
After 14 calendar days from course start date	25%	75%
Day 1 of second session	50%	50%
Day 1 of third session	100%	0%

## Compensation

In the highly unlikely event that it is not possible to preserve continuation of study necessitating a transfer to an alternative course, the arrangements outlined below will apply.

- Where it is necessary as a result of action by the College for students to transfer to an alternative provider due to course closure (following commencement of the programme) or there is a change in the location of the course (which was not notified to the student prior to the commencement of the academic year) the College will consider appropriate compensation for additional travel or other costs directly attributable to the non-preservation of continuation of study.
- The College's priority will always be to ensure that students receive the educational experience outlined in College course information (whether on-line or in hard copy format) and in their learning agreement.

- Where as a result of an investigation through the Comments, Compliments and Complaints Procedures it is concluded that this has not been the case appropriate financial or other compensation may be offered.

Alternatives to financial compensation might include an apology or goodwill gesture, an offer of alternative learning methods if the course cannot be delivered in the way it was originally intended or repeat delivery of the relevant course element may be offered where possible.

Moreover, compensation may include appropriate provision (if necessary) after assessment for:

- (i) Maintenance costs
- (ii) Lost time
- (iii) Additional tuition costs
- (iv) Travel costs as a result of relocation of provision.

### Appeals

If you want to make an appeal against any aspect of our Refund & Compensation Policy, you should do so in writing. Please address your appeal to our Finance Department and e-mail it to [accounts@cranbrookcollege.com](mailto:accounts@cranbrookcollege.com). We will then email you a refund appeal form to complete. Any appeals which relate to our refund policy must be made within 3 months of your official date of withdrawal from the College.

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