**Fee Policy and Refund Procedure**

1. **Introduction**

1.1 This policy identifies ECTA’s (the AC) processes for collection of fees. Rates for different courses are published on our website that will be updated to reflect any changes as they occur. This policy applies to the collection of fees for tuition, awarding body costs and sundry items applicable to a course. It ensures that:

* fees are levied appropriately and consistently.

1.2 This policy applies to all stakeholders liable to pay fees .

1.3 The Centre Manager (CM) is responsible for ensuring that the policy is implemented and for ensuring that this policy is up to date and complies with relevant legislation. The CM is also responsible for providing information from funding bodies, if this becomes applicable, that influences the AC fee setting rates and for ensuring that the policy is updated in a timely manner to reflect funding changes as they arise. It is the responsibility of all staff to ensure that this policy is followed and fee income collected.

**2. Policy Statement**

2.1 There is an expectation that all learners and/or their employers will pay all applicable fees prior to starting their course.

**3. Payment of Fees**

3.1 In order to enrol, learners must show that satisfactory arrangements are in place for the settlement of fees. Payment options for learners are as follows:

* Payment in full by cash, cheque or credit or debit card; or
* Documentary evidence that fees will be paid by a recognised sponsor (i.e. enrolment form signed by employer, official letter from funding agency/sponsor\*)

**4. Refunds and Fee Waivers**

4.1 A refund of payments will be applicable in the following circumstances:

* The class is cancelled by the AC.
* The class day or time is changed which prevents learner attendance.
* For courses with a duration of 5 weeks or less -the learner withdraws/cancels and provides written notice by fax, email or letter at least 10 working days prior to the course start date (see below for Cancellations and Withdrawals Policy for short courses).
* For courses with a duration of more than 5 weeks – the learner withdraws prior to 4 weeks of the course start date (see below for Cancellations and Withdrawals Policy for longer courses)
* Where a learner transfers from one course to another, the difference in course fees will be refunded/waivered where applicable. The learner will pay the difference should there be a higher fee.
* Where a formal complaint has been upheld in relation to the quality of the course and agreed with the CM.

4.2 An administration fee of £30 will be deducted from all refunds where the learner has requested withdrawal, unless a complaint, made through the official Complaints procedure, has been upheld.

4.3 Once agreed, Refunds will be processed within 14 working days by the CM.

**5. Exceptional circumstances:**

5.1 Refunds/fee waivers outside the above criteria will only be made at the discretion of the CM and this will only be under exceptional circumstances. Requests outside of the above criteria must be submitted to the CM in writing.

5.2 The AC cannot accept responsibility for changes in learner circumstances brought about by employers, illness etc. Any claims for refunds/fee waivers in these cases will be individually assessed by the CM whose decision is final.

**6. Withdrawals**

6.1 Cancellation/Withdrawal from Short Courses (5 weeks or less)

Cancellations, withdrawals and transfers will be accepted up to 10 working days before the start date of the course. Transfer to an alternative course can only be made if currently available. All cancellations, withdrawals and requests for transfers must be made in writing by post or email.

When there are 10 working days or less to the start of the course/event, any cancellation by, or on behalf of, a learner will be charged at full price. Should a learner be unable to attend for any reason then the invoice still remains payable in full. Transfers requested within the 10 working day period will be only be accepted at the discretion of the CM.

6.2 Cancellation/Withdrawal from Longer Courses (more than 5 weeks)

Cancellations, withdrawals and transfers will be accepted up to 4 weeks before the start date of the course. Transfer to an alternative course can only be made if currently available. All cancellations, withdrawals and requests for transfers must be made in writing by post or email.

When there are 4 weeks or less to the start of the course/event, any cancellation by, or on behalf of a learner will be charged at full price. Should a learner be unable to attend for any reason then the invoice still remains payable in full. Transfers requested within the 4 week period will only be accepted at the discretion of the CM.

6.3 Employers may substitute delegates prior to the start of the course; however additional awarding body/ registration fees may apply.

6.4 All cancellations requested by the learner or employer will incur a £30 administration fee, which will be deducted from any refund due.

6.5 The AC reserves the right to amend or cancel courses/events at short notice for reasons beyond its control. In the event of any course being cancelled by the College, liability is limited to the individual delegate fees paid, unless a complaint, made via the official Complaints procedure, is upheld.