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International Student Refund Procedure

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Date for review: October 2010

International Student Refund Procedure

1. A 'course' means the total period of study at the College as shown in the Offer of Enrolment.

2. Refund of course fee will be given if:

- a student is unable to commence a course because his/her visa application has been rejected, in which case the student will receive a 100% (except admin charge 250) refund of the course fee paid. Documentary evidence that the visa application has been rejected along with any original offer letter from the College (or a letter confirming all original documentation has been destroyed) must be provided.
- a student cancels his/her enrolment 28 days before a course starts, in which case the student will receive a 50% refund of the course fee paid.
- a student cancels his/her enrolment less than 28 days before a course starts, in which case the student will receive a 25% refund of the course fee paid.

3. There is no refund of course fees where:

- The College is not liable for any refund after four weeks of the refusal letter issued by the British Embassy and will not pay any refund after four weeks.
- In case of fee transfer from any other College / University, no fee is refundable.
- If the student gets a visa and is not willing to attend the course / College, the deposited fee will not be refunded.
- a student has commenced his/her course, unless the student can provide documentary evidence of exceptional circumstances to justify a refund, such as
- serious medical problems. Any such refund is at the discretion of the College Board.
- the student has arrived late or did not enrol for a course unless the student can provide documentary evidence of exceptional circumstances to justify a refund,
- such as serious medical problems. Any such refund is at the discretion of the College Board.
- the documents presented are subsequently deemed to be fraudulent by the embassy and it has been stated on a visa refusal document.
- If your student visa refused due to lack of funds or presenting forged documents will not be eligible for the refund.

4. **All requests for refunds must be made in writing on the Request for Fees Refund form and be accompanied by the requested documentation (see section 2).**
5. Refunds will be paid within 4 weeks after receipt of the completed Request for Fees Refund Form and documentation. Failure to present to required documentation will result in a delay in the processing of any refund.
6. Refunds will only be paid into bank accounts in the UK for currently enrolled students. Refunds can be made to overseas bank accounts on the submission of full bank details including SWIFT code. A charge maybe applied for this service.
7. Refunds can be made by cheque in exceptional circumstances but are paid at the students own risk. The college will not be responsible for cheques which are lost in transit or misappropriated during transit.
8. This agreement does not remove a student's right to take further action under the UK's consumer protection laws.
9. If a student wishes to dispute the decision on a refund of course fee, the student has a right to appeal as indicated in the College Student Handbook, which does not circumscribe the student's right to pursue other legal remedies.
10. The College will refund all of a student's course fee if:
the course does not start on the agreed starting day; or o the course ceases to be provided at any time after it commences but before its completion; or

the course is not provided in full because a condition has been imposed on the registration of the College, or the registration has been suspended or cancelled,

AND the student has not withdrawn before the happenings of any of the above.
11. Any such refund will be paid within 4 weeks after receipt of the completed Request for Fees Refund form.

Transfer Policy

1. If a student wishes to transfer his/her enrolment after a course has started to another program/course (with in 28days) at the College, any balance of the course fee paid will be transferred to the new program/course.

Conditions

Attendance

1. People in the UK on student visas must attend at least 80% of classes.
2. All students on all visas must attend at least 80% of all classes. If attendance is below 80%, students enrolment can be cancelled by the College.

3. Under the Data Protection Act 2000, the College may make personal student information available to the Government or state agencies.
4. The College will only deal with the student directly unless we have written agreement to deal with a 3rd party.

Grievance Procedure

1. If a student has a complaint about the College, s/he can talk to the International Office staff, their lecturer or the Student Information and Advice Centre staff.
2. If the student thinks the complaint is not fixed, the student must put their concerns in writing and meet with the International Office staff.
3. If the student feels the decisions or recommendation made at the meeting (above) have not been implemented, the student can write to the Principal about the problem.
4. For information about the way to process a complaint will be dealt with please refer to the College Student Handbook.



REQUEST FOR Tuition Fees Refund/Transfer Form

Please return to :

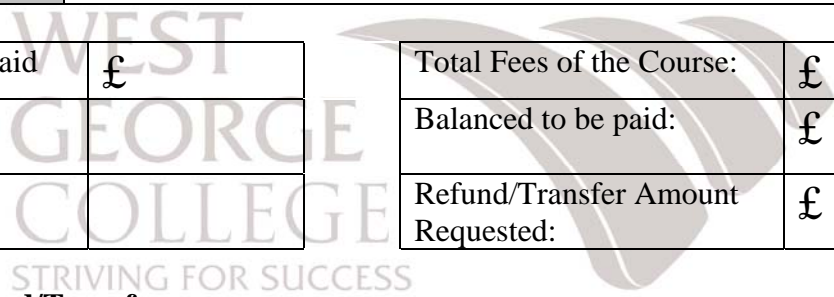
**West George College
213 New City Road
Glasgow
G4 9PA**

Student Details:

Surname:			
Forenames:			
Date of Birth:			
Current Address:	City:		Post Code:
Course:			
Year of study:		Mode of Study:	Full Time / Part Time
Student ID Number:			

Amount of Fees Paid	£
Date of Payment:	
Receipt No:	

Total Fees of the Course:	£
Balanced to be paid:	£
Refund/Transfer Amount Requested:	£



Reason for Refund/Transfer:

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If the refund payment is to be made to a party other than the student, written authorisation must be provided here and the bank details below correspond to that individual or organisation. I authorise payment of my fees to (Name of individual or organisation)

All refund payments will be made in Sterling (£) and it is the College policy to make payments be Electronic Funds Transfer (EFT).

Please complete your (or authorised beneficiary) banking details.

If you wish payment to be made by cheque the cheque will be sent to the above address for correspondence by the most secure means possible. The College will not accept any responsibility for cheques that are lost in transit or misappropriated at point of contact. We strongly advise repayment to be made by EFT.

Western Union. Charged at published rates.

United Kingdom:

Sort Code : _____

Account Name : _____

Account Name : _____

Branch : _____

Address : _____

Overseas Account

Full Account Name : _____

Full Account Number : _____

Bank Name : _____

Full Bank Address : _____

SWIFT, Routing : _____

or ABA Number : _____

(branch identifier) : _____

I will not be making further variations to my enrolment which will affect the fees payable. I understand that payment of the refund may take 6 to 4 weeks to process.

Applicant's signature: _____ **Date:** _____