

PROVIDER NAME: CCT College Dublin (CCT)

POLICY AREA: Standard 9: Learning Resources and Student Support

Policy and Procedure Title: Refund Policy

Policy Number: CCTP908

Version: 2.1

Policy Statement

CCT will not refund fees to any learner after they have formally registered for and commenced a programme, except in extenuating circumstances which are at the discretion of CCT. No refund will be made to learners who commence a programme, and consequently fail to attend classes and/or who withdraw and do not finish the scheduled course. Learners, who withdraw their application for a programme prior to registration and course commencement, where course fees have been pre-paid, will be entitled to a full refund of fees paid, minus a €200 administration and registration charge. International visa-seeking learners (onshore or offshore) who have pre-paid and whose visa is refused are entitled to a refund of full fees paid, minus a €200 administration and registration charge and, in the case of non-EU learners, minus any insurance policy costs.

Whilst it is an unusual occurrence, CCT reserves the right to cancel or re-schedule any course at any time. In the unlikely event of cancellation of a course, full pre-paid fees will be refunded. Some CCT part time and professional programmes include separately paid examination fees. All examination fees are non-refundable and are subject to change in accordance with external validating body's regulations.

Definitions and Principles

CCT strives to ensure that any learner who decides to withdraw their application (pre-commencement refund request), or who is affected by a genuine, exceptional circumstance, and who cannot continue the programme (post-commencement refund request), should be refunded minus €200 administration and registration (reserved place) charge. Exceptional or mitigating circumstances are at the discretion of CCT and may include unforeseen events such as, serious illness (of the learner or a relative), family death. CCT would consider any major change of circumstances as potentially exceptional, but retains the right to discretion on this decision. CCT will make contact with the relevant Irish Immigration Authorities (INIS or GNIB) to inform them of any withdrawals of international visa-seeking learners, along with refund details, pre-commencement or post-commencement of a CCT programme. The maximum time from receipt of request for refund to refund decision and subsequent issue of refund (where applicable), will not take longer than 20 working days. However, CCT always strives to process due refunds as quickly as possible, from the time of refund request.

Staff Involved

Dean for Administration and Finance, Head of Admissions, Faculty Coordinators, College President, Dean of Academic Affairs

3. Information to Learners on Fees and Refund information at CCT

3.1 CCT is committed to ensuring that all prospective and current learners and the general public are aware of the CCT policy on refunds of fees.

3.2 CCT makes this policy public on the CCT website, (in general form as part of the CCT QA system, and in summary form for international learners in a section exclusively for international learners). Also, a summarised form of this policy is available on the Footer section of every page on the CCT website.

3.3 CCT also presents this policy (or a clear and accurate summarised form) in its prospectus, general learner handbook (located on Moodle for all registered learners of CCT), and CCT Registration Agreement with Learners (signed by learners at the start of each academic year).

Head of Admissions

Dean of Academic Affairs

QA Officer

- Review of CCT website, Prospectus, Moodle, General Learner Handbook, and CCT Registration Agreement with Learners

Monitoring

Monitor (Job Title)	Frequency	Monitoring Method(s)
Dean for Administration and Finance College President	Annual review for full academic year	<ul style="list-style-type: none"> - Review of statistics on refund applications and outcomes, including number of Appeals submitted and Appeal decisions - Review of all correspondence between parties, pertaining to refund applications - Review of all CCT promotional material mentioned in this Policy - Review of best practice in this area within the sector, and comparing the CCT policy against nationally promoted standards, in particular from QQI, Dept. of Education, Dept. of Justice & Equality, and ICOS.

POLICY CONTROL SHEET

Policy Title	Refund Policy on full and part time programmes
Responsible Officer(s)	Dean for Administration and Finance
Issuance Date	August 2015
Effective Date	August 2015
Last Review Date	January 2018
Supersedes	Version 2.0
Next Review Date	August 2019
Designated Reviewer(s)	Dean for Administration and Finance
Scope	Internal staff (full and part time); Learners

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	August 2015	New QA system	Senior Management Team	Head of Academics, College Registrar
Version 2.0	August 2017	Update to role titles and change to appeal process to reflect practice whereby appeal is submitted to Dean for A&F, and not the QA Officer	Dean of Academic Affairs	Academic Council
Version 2.1	March 2018	Consistent application of President title.	QA Committee	Academic Council

References upon which the Policy section is based

CCT Policy area	Learning Resources and Student Support
Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; European Standards and Guidelines for QA in the European Higher Education Area, Relevant QQI Standards and Guidelines Department of Justice (INIS) Regulations

Related CCT Policies /
Forms

CCTF106 Course Withdrawal Form