

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 or 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. International visa-seeking learners who have pre-paid and whose visa is refused before arriving in Ireland or at port of entry are entitled to a refund of full fees paid, minus a €350 administration and registration charge and, in the case of non-EU learners, minus any insurance policy costs. International visa seeking students residing in Ireland who have pre-paid and whose visa is refused before the commencement of a programme are entitled to a refund of full fees paid, minus a €350 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 by the college 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. In the event of Force Majeure, which includes but not limited to, acts of God, outbreak of disease, war, work stoppages, actions of governments and extreme weather events, cancellation, rescheduling or restructuring of programmes will not result in any refund of fees.

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 €350 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

Procedure Outline / Method(s) used to carry out this procedure	Responsibility of	Evidence generated by this procedure to ensure its effectiveness
<p>1. Procedure for requesting a refund, and Refund application process</p> <p>1.1 Any learner who believes they are entitled to a refund of fees paid should request the refund in writing, giving details of when the fees were paid and what payment method was used. Requests for refunds should also outline the reason(s) why a refund is being claimed, and must be submitted in writing, along with supporting evidence, to the Dean for Administration and Finance at CCT.</p> <p>1.2 Refund requests are internally reviewed by the Dean for Administration and Finance, and any other staff member familiar with the learner's file, but generally refund applications are internally reviewed with either the Faculty Coordinator, or the Head of Admissions.</p> <p>1.3 The Dean for Administration and Finance informs the College President of the outcome of the refund application, and the College President approves any refund payment required. The Finance Office of CCT affects the refund.</p> <p>1.4 Approved refunds are made to the source of payment within 20 working days of receipt of a written application and completion of the exit interview process and will include a statement explaining how the refund was calculated.</p> <p>1.5 If a refund application is refused, the Dean for Administration and Finance (or a CCT staff nominee) will contact the learner in writing with the decision, and the reason(s) supporting the decision.</p>	<p>Dean for Administration and Finance</p> <p>Head of Admissions</p> <p>Faculty Coordinators</p> <p>College President</p>	<p>- Copies of written refund applications / requests with supporting documentation</p> <p>- Copies of correspondence from CCT staff to the learner guiding the learner through the application process</p> <p>- Copies of correspondence from CCT staff to the learner with the refund application outcome, and supporting information / documentation</p> <p>- Documentation pertaining to effecting of refund payment (if applicable)</p>
<p>2. Procedure for submitting an Appeal of a Refund Application refusal</p> <p>2.1 Any appeal of a refund application refusal may be submitted by contacting the Dean for Administration and Finance in writing, detailing the reasons for appeal.</p> <p>2.2 The appeal of a refund must take place within 5 working days after the original refund application decision was issued by CCT to the learner. Any appeal issued outside of this timeframe will be disregarded.</p> <p>2.3 The Dean for Administration and Finance will refer the appeal application and any new supporting information with regard to the case to the College President for consideration.</p> <p>2.4 The final decision on the outcome of a Refund Application Appeal will be made by the College President, and the decision of the President will be final. The President is obliged to ensure that the decision is fair and</p>	<p>Dean for Administration and Finance</p> <p>College President</p>	<p>- Appeal documentation submitted by the learner</p> <p>- Correspondence between the learner and the QA Officer in relation to the Appeal</p> <p>- Copies of correspondence pertaining to the final decision / outcome of the refund application</p>

<p>reasonable, outlines the reason(s) why the refund is not being issued in this case, and is consistent with the CCT policy on Refunds of programme fees.</p> <p>3. Information to Learners on Fees and Refund information at CCT</p> <p>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.</p> <p>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.</p> <p>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).</p>	<p>Head of Admissions</p> <p>Dean of Academic Affairs</p> <p>QA Officer</p>	<p>- Review of CCT website, Prospectus, Moodle, General Learner Handbook, and CCT Registration Agreement with Learners</p>
---	---	--

Monitoring

Monitor (Job Title)	Frequency	Monitoring Method(s)
<p>Dean for Administration and Finance</p> <p>College President</p>	<p>Annual review for full academic year</p>	<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	July 2019
Supersedes	Version 2.0
Next Review Date	August 2024
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