HART LEARNING GROUP

FURTHER EDUCATION FEE REFUNDS POLICY

2026/2027

GOVERNANCE AND CONTROL

Date approved by Group CEO	May 2026
Scheduled review date	May 2027
Accountable member of Group SMT	Group Director of Finance
Responsible member of staff	Director of Finance and Funding

AUDIENCE

Applicable to students?	Yes
Accessible to students?	Yes
Accessible to public?	Yes

PURPOSE

- The Fee Refunds policy has been developed to provide clarity on the limited circumstances in which refunds of fees will be considered.

SCOPE

- The Fee Refunds Policy applies to all further education fees charged by the College.

REFUNDS

- Refunds and/or adjustment will be made as follows:

PROVISION TYPE	Refund/Adjustment Of
Course or class fails to start	100%
College reschedules a course for a different time or day and the student can no longer attend	100%
Student withdraws more than 14 days before the start of the course	100%
Student withdraws during the 14 day cancellation period but after the course starts	Pro rata tuition fees reflecting the proportion of the course delivered at the point of cancellation.
Student withdraws for medical reasons directly affecting course attendance.	Pro rata tuition fees reflecting the proportion of the course delivered at the point of withdrawal.
Transfer to a new course within 4 weeks of the start of the original course	Any fee difference in full
Student makes a written complaint regarding the course or quality of teaching in line with the College Compliments, Feedback and Complaints Policy and the complaint is upheld.	Fees as recommended by the Deputy Principal Curriculum, Quality and Inclusion
Higher Education	Please see the HE Fees and Refunds Policy

REQUESTING A REFUND

- If the above criteria for a refund have been met, please complete a refund request form and return to the Head of Curriculum with all relevant paperwork. Please note that refunds may take up to 4 weeks to process.

RELATED POLICIES AND OTHER DOCUMENTS

- Customer Complaints Procedure
- Further Education Fees Policy
- Higher Education Fees and Refunds Policy