



## **Fee Refund Policy**

### **Rationale**

- The College assumes that all prospective students will have thought long and hard about taking up a course and therefore applying for admission.
- However, no matter how well intentioned one is, the College understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced.
- Consequently, the College policy on refund of fees upon withdrawal is as follows:
  1. Once a student has been issued with a CAS, no refund will be permitted unless the Student informs the College in writing of his/her intention to discontinue his study with the College. Such a notice will only be valid if it is sent to the College no later than four weeks before the course commencement date.
  2. No refund is permitted or shall be made when a student having attended and/or enrolled at the College, withdraws from study, if student arrived in the UK and does not attend or enroll in College and return back to his/her home country then there is no refund available for him/her. However in exceptional cases we will consider the refund request when student provides necessary travel paperwork and convincing reasons.
  3. In case where a prospective student is refused a student visa, the College will refund all fees paid **less a GBP250** administration fee. However, in such an event, no refund will be made unless the College has received **all original copies of the College letters of enrolment plus an original copy of refusal from the appropriate immigration authority and had reasonable opportunity to checks its authenticity with the relevant authorities.**
  4. No refund is permitted or shall be made when a student decides to leave the College for whatever reason after an extension of a student visa has been obtained through College facilitation.

5. Where it is proved that a prospective student has submitted a forged document or documents with a view to obtain entry clearance, such a prospective student will not have his or her fees refunded by the College. The College will rely on the decision made by the relevant diplomatic mission.
6. There will be no refunds in cases of deception (if trying to deceive the UKBA or MCMS). This also applies to history of deception in previous visa submissions. In such cases we will rely on the British High Commission decision in the respective countries of the applicants.
7. If visa is refused because of student fault/mistake then no refund will be made. Students are therefore required to check their application more thoroughly before submitting to the embassy.
8. If an overseas student (non UK/EU) leaves Metro College before their course ends, no refund shall be made.
9. Overseas students who transfer to another educational establishment within the UK or EU are not eligible for a refund of any payments already made in respect of tuition or accommodation fees.
10. The circumstances under which an overseas student may be eligible for a refund of pre-paid accommodation and tuition fees.
  - The College is unable to provide the academic course offered.
  - The College withdraws an offer of enrolment for any reason, including for those students who are subsequently discovered not to meet the entry criteria (unless the student provided incomplete or incorrect information or there was any other irregularity or investigation relating to the enrolment).
  - The student cannot take up his/her place due to failure to obtain a student visa (unless the student provided incomplete or incorrect information or there was any other irregularity or deception made or investigation relating to the process). In these circumstances, the College will rely on the copy of the rejection letter received by the relevant diplomatic mission. The letter from the diplomatic mission must show that the visa application was rejected following a **timely, valid** application.
11. The amount of money received by the College should not exceed one academic year's tuition fee, as stated in the CAS letter. The College reserves the right to return any excess to its source as a deterrent to excessive money transfer and shall deduct transaction and admission charges at its own discretion.

## **Refund Procedure**

Whenever a student or prospective student decides to initiate a request for a refund, the request must be made **in writing to the Director**.

### 1. **Lead Time**

Although the College will always endeavor to respond to refund requests with sense of urgency, under normal circumstances it takes up to six weeks to process a refund.

### 2. **Transfer of Fees to another Person**

From time to time, students who fail to attend College for bona fide reasons request the College to transfer the fees to a relative or friend's account. If and when the College decides to accept such a request, the fee will be transferred in full **less a GBP250** administration charge. The College is under no obligation to honor such a request and such decisions are at the discretion of management.

- If the transfer is in favor of an existing student, the College will credit the account of the student and under no circumstances will the College refund the money directly to a student when the student account is in debit. The College will not make payment to any third party.
- **Withdrawal within Four Weeks of Course Commencement**  
In the event that a prospective student withdraws from a course less than four weeks before the commencement date, a refund of fees will be made less a **GBP250** cancellation fee.

Any issues related to refund should be communicated to Mohammed Serfraz (Director), Metro College or alternatively can be communicated through [birmingham@metrocollege.org.uk](mailto:birmingham@metrocollege.org.uk)

Student Name: \_\_\_\_\_

Student Home Phone Number: \_\_\_\_\_

Nationality: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Consultant (if any): \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_