WESTERFIELD
COLLEGE

WC36 – Student Refund Policy

College Policy	
Status	Draft
Document Reference No	WC 36
Document Title	Student Refund Policy
Version	Version 1
Last Updated	4TH May, 2025

Information Classification: Private
Status: Draft

Contents

Introduction 3
General Refund Policy 3
Before the Start of the Programme 3
After the Programme Has Started 3
Visa Refusal Policy (International Learners) 3
How to Request a Refund 4
Processing of Refund Requests 4
Policy Review 4
Version History 4

Introduction

This refund policy outlines the circumstances under which leaners, particularly international learners, may be eligible for a tuition fee refund. It also provides information on timeframes and how to apply for a refund.

We are committed to fair and transparent procedures in accordance with relevant consumer protection laws and international education standards.

General Refund Policy

Before the Start of the full time Programmes (from 4weeks and above)

- If you cancel your enrolment **minimum 14 days before** the Programme start date, you will receive a **full refund**, **minus a £250 administrative fee**.
- If you cancel **less than 14 days** before the Programme starts, you will receive a **70% refund**, **minus a £250 administrative fee**.

Note: for short courses running for between 2 to 3 weeks

- If you cancel your enrolment minimum **7 days before** the Programme start date, you will receive a **full refund**, **minus a £250 administrative fee**.
- If you cancel **less than 7 days** before the Programme starts, you will receive a **70% refund**, **minus a £250 administrative fee**.

After the Programme Has Started

- If you withdraw **within the first 2 weeks of the Programme**, you will be eligible for a **50% refund** of tuition fees paid.
- No refunds are issued for withdrawals made **after the first 2 weeks** of the Programme starting, unless there are exceptional circumstances (e.g. medical issues, family emergency), supported by evidence and **no later than 3 weeks into the Programme for those programmes that exceed 4 weeks duration.**
- No refunds are issued for withdrawals made **after the start of short courses or programmes lasting less than 4 weeks.**

NOTE: DO CONSULT ANY OFFER DOCUMENT FROM THE COLLEGE FOR ANY ADDITIONAL REFUND AND FEE INFORMATION.

Visa Refusal Policy (International Learners)

If your **student visa application is refused**, you are entitled to a refund of tuition fees paid, **minus a £150 visa processing fee**, provided that:

- You submit a **copy of the official visa refusal letter** from the relevant immigration authority; and
- Your request is submitted **within 30 days** of the visa refusal notice.

Important: If fraudulent or misleading information is submitted in your visa application, the college reserves the right to **withhold any refund**.

How to Request a Refund

To apply for a refund, you must:

1. **Complete the Refund Request Form** from the Admissions Office or the college website.
2. Provide supporting documents (e.g. visa refusal letter, medical certificates, flight cancellation proof).
3. Submit the completed form by email (**refund@westerfieldcollege.uk**) or in person at the Admissions Office.

Refunds will be processed within **28 calendar days** of receiving a complete refund request.

Processing of Refund Requests

The refunds will only be processed if they meet the relevant refund criteria. The College Finance Department will process any approved refund. Please note:

- A refund will be made to the individual or organisation that initially made the payment.
- If a third party has made the payment on behalf of the applicant, the refund will be made to that organisation.
- In that case, the College cannot directly refund the applicant's payment. Due to UK money laundering regulations, refunds can only be made to the account from which the payment was originally made.
- A refund will be made in pounds sterling. Any bank charges or currency conversion costs incurred in making a refund shall be borne by the student or the third party receiving the payment.
- A refund will be made as soon as possible. Exact times may vary depending on the method by which the original payment was made.
- The college is not responsible for delays caused by banks or international transfers.
- This policy is subject to change following changes in government regulations or institutional policies.

Policy Review

This policy will be reviewed every year by the Academic Board unless there are internal or legislative changes necessitating an earlier review.

Version History

No	Revised on	Version	Changes	Approved by	Date of Approval	Revised by