

REFUNDS, EXCHANGES AND COMPENSATION POLICY

This policy sets out the terms of refunds, exchanges and compensation and rights to appeal that RJL Education will consider paying to learners who are affected by the withdrawal of a programme of study by the Education Centre.

In all cases, tuition fees and other costs will only be refunded to the original fepayer/sponsor (whether Student Loans Company, individual learner or sponsor of a student).

RJL Education considers exchanges and compensation to be a remedy of last resort and is committed to using its best endeavours to ensure all students are able to continue and complete their studies. RJL Education has a strict no refunds policy on any courses. It is however important to explain how the College will exchange or compensate learners if the education centre is unable to preserve that continuity of study.

Consumer Rights for the Academic Year All fee paying students are entitled to a 14 day “cooling off” period from the start date of purchasing the course. Students are eligible for an exchange course of the same value of the fees paid, provided the course has not finished within the 14 days. Where the student has never attended the course, they must give notification of intention to withdraw from the course in writing to admin@rjleducation.uk If the student has already attended the course but is requesting to withdraw within the first 14 days they should notify their tutor who will process it through to the Head of Area to be assigned an alternative course. Exchange request forms must include the following information:

- Learner Registration number or Date of Birth
- Student full name
- Details of course withdrawing from
- Course name
- Reason for exchange

Exchange of course requested by the student will be allocated if:

- They make a request to change course within 14 days before the course start date.
- If a learner decides to leave after the learner registration process then a six month voucher to will be allocated less administrative costs for a the same or a different course with RJL Education (provided the course has not finished within the 14 days and this represents less than 50% of the duration of the course)
 - Illness – this will require supporting medical evidence such as a doctor’s letter stating you are unable to continue with your course for medical reasons, and your exchange period will be extended.

A refund will be issued only if:

- If a course is cancelled or there is an administration error made by the College resulting in an overcharge to the students or a course start date is changed which means a student can no longer attend.

Should a student have any debt outstanding, owing from a current or previous enrollment, the College reserves the right to offset any repayments against any amounts owed before processing an exchange/refund..

Where a student has decided to pay the course fees through taking out an Advanced Learning Loan, refunds will be processed back to the Student Loans Company by the College only if the course is cancelled. (it will take longer at peak times of the year).

The exchange request form must be submitted within 28 days of the student's last attendance.

Failure to meet the above criteria will result in the exchange request being rejected. All exchanges are subject to an administration fee of £200.

Students have the right to appeal the outcome.

Exchange Request Process

The student requesting a exchange must send a fully completed and signed exchange request form by email along with all documents to info@rjleducation.uk

If the exchange request meets the College exchange policy criteria, the exchange is approved. If the exchange request does not meet College policy criteria, a letter explaining the reason for the rejection, together with the original exchange request form, will be emailed back to the student by the finance team.

The letter will include information on the student's right to appeal. If the refund request form is incomplete the finance team will email it back to the claimant stipulating what is needed to progress the request. The fully completed form, with all required evidence, should be emailed back to the finance team for reconsideration.

Compensation

Compensation will be provided when a recognisable loss is suffered by the student as a result of RJL Education not meeting its obligations to the student, such as non-continuation of study. In the event of programme closure, the College will treat communication and consultation with students registered on the programme as a priority. This normally falls into two categories, either: (a) recompensing the student for wasted out-of pocket expenses they have incurred, such as travel costs, or (b) an amount to recompense for material disadvantage to the student arising from a failure of RJL Education to discharge its duties appropriately. Should a disruption to or non-continuation of study be unavoidable, we will seek to provide compensation in kind by offering a suitable alternative provision.

Where this is not possible we will, where appropriate to the individual circumstances;

- offer advice and support to help them decide if they should transfer to a different programme or transfer to a suitable alternative institution to complete the programme which is to be terminated;
- offer to pay reasonable travel costs to cover at least one visit per student to an alternative provider where non-continuation of study at RJL education is confirmed;
- put in place a compensation plan relevant to the circumstances of the particular termination that includes provision for a refund of tuition fees and compensation in respect of additional costs reasonably incurred by students as a result of the termination.

RJL education's priority will always be to ensure that students receive the education experience outlined in the course information. For any request in response to an issue or problem with your College course the Complaints Policy should be followed. In each case, you should explain in detail the issue/problem experienced and why you believe that you are entitled to an exchange/refund. If the issue/problem is substantiated you may receive a refund if this is deemed the appropriate resolution, subject to the authorisation of the Director of Finance.

If the claim is not substantiated you can appeal referring back to the Complaints Policy.

Right of Appeal

A student has the right to appeal against a refund request decision by emailing admin@rjleducation.uk. Students must provide full details, including copies of all documents, correspondence and original refund request form with the reason for the appeal.

The outcome of the appeal decision will be final.

Payments Refunds will only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee and will not be paid in cash or by cheque. This applies whether the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees or has their tuition fees paid by a sponsor.