
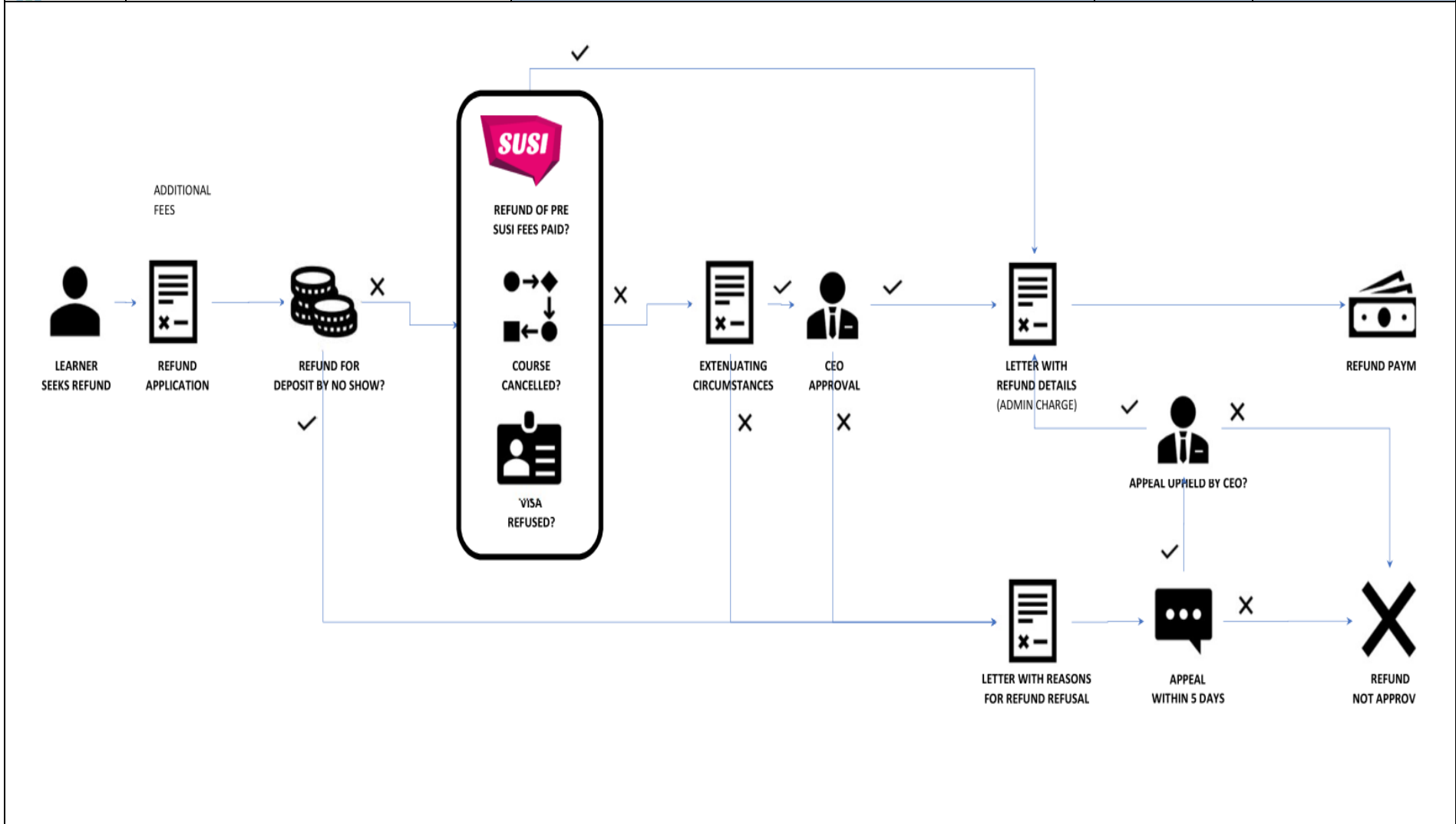


| # | POLICY TITLE: | POLICY AREA: | VERSION: | DATE ADOPTED: |
|---|----------------------------|---|----------|---------------|
|  | 3.10 REFUNDS POLICY | 3) PROGRAMMES OF EDUCATION AND TRAINING | 2.0 | July 2020 |



Introduction and Context

This document links to document **QA 3.9 Fees Policy** and outlines the College’s policy and procedures with regard to the refunding of fees.

Policy Statement:

- SNMCI is mindful that extenuating circumstances can and do occasionally impact on a learner’s educational plans, and endeavours to ensure that learners experiencing exceptional circumstances are not disadvantaged.
- The awarding of a refund based on extenuating circumstances is at the discretion of the CEO.
- Where a refund is approved under exceptional extenuating circumstances, the payment for an “approved” amount will be returned to the source of payment.
- **No refund** will be made to learners who register on a programme, and subsequently fail to attend classes and/or who withdraw and do not finish the scheduled course.
- International learners who have pre-paid and **whose visa is refused** are entitled to a refund of full fees paid, minus a €200 administration and registration charge.
- SNMCI will make contact with the relevant Irish Immigration Authorities (INS/GNIB) to inform them of the withdrawal or failure to attend of any international learner on a student visa.
- In the unlikely event of cancellation of a particular programme, short course or bridging programme, pre-paid fees will be refunded.
- SNMCI strives to process any refund granted, as quickly as possible.
- Refunds may be subject to an administration charge.

Staff Involved:

CEO; Accounts Officer; Admissions

Procedure for requesting a refund

Any learner who wishes to apply for a refund should do so in writing giving details of:

- When the fees were paid
- What method of payment was used
- The reason why a refund is being claimed with any supporting documentation

Applications should be addressed to the Accounts Office. Refund requests will be reviewed by the

**Person/s
Responsible**

**Learner
Accounts
Officer**

**Records generated
to ensure evidence
of follow through**

**Written refund
application with
supporting
documentation**

| | | |
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| <p>CEO, the Admissions Officer and the Accounts Officer with the following possible outcomes:</p> <p>a) Approved refund: The Accounts Officer will contact the applicant notifying him/her of the approved refund and detailing how the refund was calculated</p> <p>b) Application refused: The Accounts Officer will contact the applicant notifying him/her of the refused application outlining the reasons for the refusal.</p> <p>Appeal:</p> <ul style="list-style-type: none"> - Should a learner wish to appeal a refund refusal decision he/she must do so, in writing, within 5 days of the original decision - The appeal will go to the Chief Executive of the College - The CEO is obliged to ensure that the decision is fair and reasonable and to outline the reasons for upholding or adjusting the previous decision. - The decision of the CEO is final <p>Refunds of Applications/ Registration Fees for Successful SUSI Grant Applications:</p> <ul style="list-style-type: none"> - Where a learner has made initial payments, such as the fees at the application and registration stages of a programme and has subsequently been approved by SUSI for grant purposes, these payments will be refunded by SNMCI when SUSI pays the fees to SNMCI. - When SUSI pay students fees in full, any refund due will be repaid to the source of payment. | <p>CEO/ Admissions/ Accounts Accounts Officer</p> <p>Accounts Officer</p> <p>Learner/ CEO</p> <p>Accounts Officer</p> | <p>Correspondence</p> <p>Correspondence</p> <p>Correspondence/ Minutes</p> <p>SUSI files and correspondence</p> <p>Accounts details</p> |
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Policy Control Sheet

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|--|------------------------|
| Policy | QA 3.10 Refunds |
| Version | 2.0 |
| Adopted by AB /Effective | July 2020 |
| Supersedes | 1.0 |
| Monitoring/ Next Review Date | Yearly /July 2021 |
| Responsible Officer(s) Designated Reviewer(s) | CEO; Accounts Officer |
| Scope | College Wide |

References

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|---------------------------------------|--|
| SNMCI Policy area | 3) Programmes of Education and Training: QA Vol 2 |
| Developed with reference to | Quality and Qualifications Ireland (2016) <i>Core Statutory Quality Assurance Guidelines</i> |
| Related SNMCI Policies / Forms | SNMCI Fees Schedule and Information Document QA 3.9 Fees Policy; |

Revision

| Revision Number | Revision Description | Originator | Approved By |
|------------------------|--|-------------------|--------------------|
| 1.0/July 2020 | General update based on application for Blended Status | Office of DQAA | |