



Carlow Institute
of Further Education
and Training

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Refund Policy

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A. RATIONALE

It is the policy of Carlow Institute of Further Education and Training to promote equality for individuals, groups and communities through a consistent commitment to fairness, respect and inclusion. Carlow Institute welcomes applications and accepts learners from a variety of backgrounds and learning experiences.

B. Relation to Mission

This policy is directly related to the Institute's mission to deliver a first class, high quality education and training experience, as detailed in our mission statement, and further underpinned by its shared values of professionalism, respect, innovation and creativity, and inclusivity.

Our Mission

Mission Statement

'Administration, staff and Board of Management of Carlow Institute of Further Education seek to promote a secure and caring community environment and a well-balanced curriculum, which is learner centred, with learners recognised as central to learning, and teachers as facilitators of the learning process. In partnership, we hope to provide an atmosphere, which encourages respect, responsibility and commitment, drawing forth the positive potential of each individual, thus equipping all learners to take their place in life and work in the future.' 2010

Carlow Institute supports applicants to access the Institute refund system through the provision of clear and transparent information, and refund processes. The Institute provides a refund service that recognises the right of applicants to make a decision in relation to their future.

Carlow Institute of Further Education and Training reviews its refund policy and procedures periodically, and this policy is subject to change in accordance with policies and requirements of the Institute's funding agencies (the Department of Education and Skills, and SOLAS), and those of its patron, Kilkenny and Carlow Education and Training Board.

C. AIMS & SCOPE

Carlow Institute of Further Education and Training will ensure that it operates a fair and consistent refund policy for all applicants.

This Policy aims to:

- Ensure fair and consistent refund of students' fees by describing a clear and well-ordered refund policy and related procedures
- Describe Carlow Institute's refund policy
- Describe the procedures that are applied to operate the refund policy
- Describes the Quality Assurance processes that apply to the Institute's refund procedures

The scope of this policy includes **all activity relating to refunds to students**. It relates to the Institute policy: The Admissions Policy. It responds to the wider institutional Quality Assurance requirements of Kilkenny Carlow Education and Training Board but encompasses all admissions activity at Carlow Institute. This policy is read in conjunction with the policies and processes of the relevant Awarding Body that underpins each course and awards the associated qualification.

D. POLICY CONTENT

This is a comprehensive policy for refunds – this section addresses specific topics relating to refunds. These are as follow:

- Applying for a refund
- Situations where refunds are made

All requests for refunds must be made in writing and addressed to:

Carlow Institute of Further Education and Training,

Mortarstown Upper,

Kilkenny Rd,

Carlow.

A Refund Request Form is available in reception or by clicking the following link: cife.info@kilkennycarlowetb.ie and request a *Refund Form*. Please read the four situations underneath to see if you are entitled to a refund.

- All refunds are processed through our Head Office in KCETB. Processing time is approximately 3 weeks from receipt of Application for Refund Form (Attached).
- Refunds are made through Electronic Funds Transfer (EFT) only.

Please be aware students are only entitled to a refund of the QQI (if applicable) and PLC government levy fee if they hold a full medical card in their own name. The cut off point for the medical card refund is the last day before mid- term break in the year of application.

For any refund queries or to request a refund form please email cife.info@kilkennycarlowetb.ie or you can also contact us on 059 9134230

Situation 1

Student accepts an offer of a place and pays full fees and then informs the Institute before the commencement of classes that they are not going to take up their place.

The Policy States: Refund full amount of fees paid.

Situation 2

Student accepts an offer of a place and pays full fees and having commenced the course, informs the Institute before 01 October that they are not proceeding with their participation.

The Policy States: Refund Fees paid less €50 from Student Services payment, less any examination fees that have been paid by the student for external examination bodies, if those fees have been remitted to that body.

Situation 3

Student, having accepted a place and commenced on course, decides to leave after 01 October 2019.

The Policy States: No refund except any external examination fees that have not been paid to the external examining body.

Situation 4

Student accepts an offer of a place and pays full fees and having commenced the course, informs the Institute before December 31st that they are now in receipt of a grant and /or have a medical card in their own name.

The Policy States: Refund of Government PLC Levy (Fee) and QQI fee, less any examination fees that have been paid by the student for external examination bodies, if those fees have been remitted to that body.

Unclaimed Refunds

Carlow Institute will endeavour to process all fees owing to students however unclaimed refunds will be given to Student Support in the Institute.

E. ROLES AND RESPONSIBILITIES

1. The Board of Management will approve the policy and ensure its development and evaluation
2. The Principal is responsible for the dissemination of the policy
3. The Refund Policy will form part of the communication to the student body via Carlow Institute website and shall be signposted in the student diary
4. It is the responsibility of all students to read and engage with this policy and to give accurate information
5. It is the responsibility of Carlow Institute Administrators to process refund applications
6. It is the responsibility of the Principal to decide and sign off on a refund application in line with this policy
7. It is the responsibility of KCETB to make the refunds as requested by Carlow Institute

F. REVIEW AND EVALUATION

The effectiveness of this policy will be monitored by the Principal and Head of Accounts at KCETB.

The policy will be reviewed annually or as needs dictate during the academic year.



Kilkenny & Carlow Education & Training Board

Application for Refund of Exam Fees

Completed form must be returned to (Name of School/Centre):

Student's Name:

Reason for application: please give details and attach any supporting documentation

PART 1

Person to whom refund is payable:

Address (in full):

Telephone No: _____

E-mail:

(for remittance purpose)

Refunded Fees will be paid into Bank Account

be completed by student and a top copy of your bank statement confirming the bank account details given here to accompany this form **MUST** be stamped by the bank Or To be completed by student and a top copy of your bank statement confirming the bank account details given here to accompany this form

Bank Name:

Bank Address: _____

Bank Sort Code: Bank Account No:

BIC: _____ IBAN: _____

Junior Certificate Leaving Certificate **OFFICAL BANK STAMP**

Amount of Fees: €.



Signed: _____

Date: _____

PART 2 - FOR SCHOOL USE ONLY

Reason for eligibility: _____

PLC Levy - 43040

QQI Exam Fee - 43046

Registration Fee - 47280

Compulsory Materials - 47281

Training Courses - 47283

Other _____

I certify that the above information is correct, and I recommend payment of fee €

Signed: _____

Date: _____

Principal/Director