

EXCEPTIONAL CIRCUMSTANCES REFUND REQUEST FORM

General Guidance

1. This form should only be completed by students who wish to request a tuition fee refund due to EXCEPTIONAL CIRCUMSTANCES as per the New College Group refund policy.
2. Please contact the Finance Department for queries in relation to overpayments, discounts, student visa refusal, refund of payments made directly by student awaiting sponsorship funding etc.
3. Refund requests for exceptional circumstance can take up to 2/3 weeks processing time and possibly longer during peak periods. Following the submission of your request, please do not follow up the progress of your request unless you have further evidence to submit. Any other correspondence will slow the process.

Instructions

- Complete this form in black ink and use BLOCK CAPITALS
- All sections must be fully completed in full. If any sections are incomplete, your request will not be considered.
- The form must be completed by the student. Forms completed by a third party will not be accepted.
- Before filling in this form it is important that you read the New College Group refund guidelines online at www.newcollegroup.com

Section 1: Personal Details

Student ID Number:

Full Name:

Student Type:

Self-sponsored

Sponsored Body/Agent

Name of Sponsor

Current Address:

Postcode:

Telephone

Email:

*Please ensure this email is up to date as will be used mainly for correspondence.

Section 2: Course Details

Course Title:

Course Tutor:

Course Start Date:

DD MM YYYY

Course End Date:

DD MM YYYY

2.1 Course Withdrawals

Have you withdrawn from your course? Yes No

If **Yes**, What was the date that you last attended your course?

DD MM YYYY

If you have not withdrawn from the course programme please speak to the Welfare Officer /Administration Manager or any other staff member regarding your circumstances and we can advise you accordingly.

Section 3: Fee Status

3.1 Tuition Fee Status:

EU If EU, go to Section 4

International If International, go to Section 3.2

3.2 Immigration Status:

Student Visa Other: please specify

Expiry date of Visa (if applicable)

DD MM YYYY

3.3 Confirmation of Immigration Status:

If you are registered at New College Group as an international student, you must provide documentary proof of your immigration status. Please attach the page(s) of your passport with your personal details and the page with your visa stamp or otherwise please provide a copy of a Home Office/UK Borders Agency (UKBA) confirming your immigration status.

Please indicate which documents you have attached to your form.

Copy of Passport

Letter from Home Office/UKBA

3.4 Student Visa Holders: Confirmation of departure from the UK

If you have withdrawn from the course due to your circumstances, you must provide documentary proof that you have left the UK for your request to be considered. Please attach copy of passport page(s) with exit/entry stamps.

Copy of exit/entry stamps in passport

Not applicable as not withdrawn from course programme

Section 4: Details of Your Request

Exceptional Circumstances

We only consider a refund in the following exceptional circumstances:-

- Serious personal accident, injury or critical illness requiring long term medical care of student or close family member. Close family members are regarded as parent, spouse/partner, child, brother or sister.
- Bereavement of close family member.

Reason for Request: Please select as appropriate:

I require long term medical care due critical illness/injury

Evidence required: Medical certificate or letter from a registered doctor.

Critical illness/injury of close family member

Evidence required: Medical certificate, doctor's letter and evidence of family relationship (e.g. Copy of birth certificate with parent's name, marriage certificate, and to show sibling relationship you will need copy of yours and your sibling's birth certificate to show the same parent).

Bereavement of close family member

Evidence required: Death certificate and evidence of family relationship (see above documents required).

Supporting Evidence

Refunds for exceptional circumstances will not be considered unless supportive evidence is provided.

Please indicate what evidence you have attached to your form:

Medical Certificate Letter from Doctor

Death Certificate Birth Certificate(s)

Details of any other evidence attached

Section 4: Bank Details

In line with UK financial regulations, refunds will only be issued to the person or body who paid the fee. Please provide bank details below:

If in the UK:

Bank Name

Bank Account Number:

Bank Sort Code:

For non-UK bank account holders:

Bank Name

Bank Address

Swift Code

Iban Number

Section 5: Declaration

Your application for a tuition fee refund will not be considered unless you sign and date this declaration.

- I confirm that to the best of my knowledge, the information I have provided on this form is true and complete. I understand that my request will not be considered if I provide false information
- I confirm that I have read and understood the 'New College Group Refund Policy' and that I am aware that any tuition fee refund claimed under exceptional circumstances are at the discretion of the Managing Director of New College Group.
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- I understand that failure to complete the form in full will result in an automatic rejection of my request.

Your full name:

Your signature:

Date:

The completed refund form can be handed in person to the Finance Office or submitted through the post or via email.

Email to: info@newcollegigroup.com
 Posted refund form can be sent to the following address: New College Group, Finance Office, 9 Portland Street, Manchester, United Kingdom, M1 3BE

<u>STAFF USE ONLY</u>	Refund Approved	<input type="text"/>
	Date Refund Processed	<input type="text"/>