

13. General Refund Policy

Course Fees are outlined on the Fee Schedule, which is available on the College website and promotional materials. A deposit is required for all courses to register and is non-refundable. All course fees must be paid in full on or before the commencement date of the course unless otherwise agreed and fees are non-refundable.

In the event where the learner wishes to cancel an enrolment, notice of cancellation must be provided in writing and applies from the date it is received by Dorset College.

Days before commencement	Refundable fees
28+ days	Full paid fees, except €150 non-refundable deposit
14-27 days	Full fees paid, subject to a minimum total charge of €250
7-13 days	50% of fees paid, subject to a minimum total charge of €250
Less than 7 days	30% of fees paid, subject to a minimum total charge of €250
On or after start date	No refund

Note: for full terms and conditions see www.dorset.ie

13.1. Refund Policy International Learners

For international learners the General Refund Policy does not apply and whilst Dorset College does not ordinarily provide refunds after the imminent commencement of its courses, it also strives to offer support for learners or potential learners whose life circumstances change dramatically.

Course Fees are outlined on the Fee Schedule as provided to each applicant and as per the College website. Full fees are payable in advance and immigration documentation will only be released upon receipt of full payment of account as invoiced. As permission to travel (study visa) and permission to remain (GNIB registration stamp 2/2a) are at the discretion of the Irish government, the following refund policies will apply:

- **Refusal of Visa Application:** Dorset College will refund all monies less a standard deduction of €350, within 20 working days, upon production of a Letter of Refusal, or reference number, from the relevant visa office in respect of a Visa refusal or appeal.

- **Refusal of Renewal of GNIB Student Registration:** Dorset College will refund all monies, less a deduction of no more than €150, within 20 working days, upon production of documentary evidence from INIS/GNIB indicating that renewal of student status has been refused.
- **Registered student:** Once a student has received permission to travel/permission to remain, all course fees are non-refundable. No refunds will be made to students who fail to attend classes or do not finish their courses.
- **Currency policy:** We reserve the right to refund course fees at the same rate less administration charges in the original currency of sender.
- **Force Majeure:** In the case of force majeure situations refunds will be only considered on a case-by-case basis and this will be at the discretion of college management.
- **Medical Insurance:** Once purchased Medical Insurance is not refundable.
- **Credit / Debit Cards:** In the event of a refund, monies paid to the college by credit / debit card can only be refunded to that same card.

Note: Dorset College reserves the right to cancel or reschedule any course at any time. In the event that an application with fake or fraudulent documentation, we reserve the right not to refund fees. In the unlikely event of cancellation, your deposit/fees will be refunded, and the Irish National Immigration Service will be notified. Dorset College also reserves the right to reschedule the start dates of all courses and if necessary to vary the content. Except where expressly stated, all fees are non-refundable. See the College website for full terms and conditions.

Please visit our English language website for refund policy in relation to EFL courses.
<https://english.dorset-college.ie>

13.2. Refund Procedure

	Procedure Stage	Responsibility	Evidence
1	Submit Refund Request Form: If a learner wishes to apply for a refund, and deems they are eligible for such a refund after review of the College's refund policy, they should make a formal request for this through one of the College's Admissions Department.	Learner Admissions Department	Refund request form
2	Review of Refund request: All Refund requests are reviewed by the Admissions Lead who can liaise with the Director of Sales and Marketing if necessary.	Admissions Lead Director of Sales & Marketing Financial Controller	
3	Response to Learner: The learner will be notified by email of the refund decision, with reasons for the decision. Should a refund be approved,	Admissions Lead Financial Controller	Email to learner

	<p>details will be sent to the College’s Financial Controller who will arrange the refund.</p> <p>Should a refund be refused the learner will be advised of their right to appeal to the Managing Director and the appropriate form will be provided which is also available on the College website.</p>		
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13.3. Learner Feedback Policy

The College recognises the value of learner feedback and importance of accommodating the learner perspectives in its management, operations and administration. Therefore, the College will:

- Survey its learners twice per semester (during and at the end) to ascertain their overall experience of the College through Survey Monkey which is completely anonymous and facilitated by the Academic Operations Lead.
- Get qualitative feedback from its learners annually on their perspective of the sufficiency and quality of the learner resources and supports at their disposal. This will be achieved through focus groups with our Academic Operations Lead, Class Rep Meetings with the Programme Leader and Dorset College Student Council.
- Include learners in appropriate Groups and Committees in the College to allow for a learner perspective to be included in College decision-making to ensure partnership and collaboration to build an inclusive community of learning at each level specifically Academic Council.

The feedback obtained from the learners through these consultative processes will be considered and any necessary follow-up actioned, by the College’s Academic Management Group or the relevant Lead and/or Department.

The feedback loop will be closed by the Student Experience Leader and shared with the student body via their Class Representative and/or Student Council as appropriate and ultimately will form part of the Annual Monitoring Report to be signed off by Academic Council.

13.4. Learner Code of Conduct

The Learner Code of Conduct sets out the expectations that the College has for learner conduct and behaviour. It is intended to help facilitate a harmonious and collegial learning environment for all learners, and a positive work environment for College staff and faculty.

The Code of Conduct states:

- Learners will not be disruptive in class or the College environs and/or interfere with their peers, faculty or College staff.
- Learners will be respectful and courteous to their peers, College staff, faculty and other stakeholders at all times.

- Learners will not intentionally behave in a manner that may bring themselves, their peers or the College's name into disrepute.
- All College communication will be respectful and collegial. Communication that is confrontational in nature will not be tolerated.
- Learners are responsible to ensuring their regular and punctual attendance at their scheduled classes. Learners will not attempt to enter a class after the recommended time if the lecturer does not permit entrance to the classroom.
- Learners are responsible for proactively notifying the College if they are scheduled to be absent for a period of time.
- Learners will be respectful of the College's property and facilities.
- Learners should ensure that they are informed of the College's policies and procedures.

Note:

- Should a learner not abide by this Code of Conduct, they may be subject to the Learner Misconduct Procedures.
- Criminal Offences (including theft) shall be referred to the authorities and which may constitute Gross Misconduct.

13.5. Categories of misconduct

Dorset College categorises offences into Major or Minor incidents of misconduct as follows:

- Major misconduct includes but is not limited to the following:
 - Furnishing false information to the College with intent to deceive.
 - Forgery, alteration or misuse of College documents, records or student identity cards. This includes, but is not limited to, attendance records, reference letters, registration status letters, certificates, assessment results and transcripts.
 - Physical or verbal harassment, bullying or abuse of any learner or member of staff of the College.
 - Malicious destruction, damage or misuse of College property, including Library materials and computer equipment, or of private property on the campus (over €50 replacement cost).
 - Unwarranted interference with College's safety equipment, fire-fighting equipment and alarm systems or failure to observe fire drill procedures.
 - Use of alcohol or other substance use on the campus or the premises of any partner or organisation utilised for the completion of the programme of study.
 - Forcible occupation of College buildings.
 - Activities by learners outside the College while engaged in work experience, placement, cocurricular events, volunteer placement, study tours, assignments organised by the College or while representing the College, its Clubs or Societies, which would breach the regulations of the College.
 - Incitement or encouragement of any other person or persons to do any of the above.

- Minor misconduct includes but is not limited to the following:
 - Littering
 - Disorderly Conduct
 - Causing minor damage to College property or private property on the campus (involving up to €50 replacement cost).
 - Being in unauthorized areas without permission
 - Failing to establish identity on request.
 - Conduct, which disrupts or is likely to disrupt lectures, research, study, examinations, use of College facilities or the administration of the College.
 - Conduct, which obstructs or is likely to obstruct a member of staff of the College, or a person authorized by the College to carry out specific tasks, in the performance of his or her duties.
 - A reprimand from an authorised College official.

Note: Penalties for Minor Offences Where a learner is found guilty of the offence charged, the Disciplinary Committee is empowered to impose any of the following penalties, either separately or in combination

13.6. Learner Misconduct Procedure

	Procedure Stage	Responsibility	Evidence
1	<p>Complaint: If a member of College staff, faculty, learner or other stakeholder wishes to make a complaint about a learner’s behaviour, they should do so in writing to the Academic Operations Lead. The complaint should be supported with any documentary evidence to support the complaint, or details of others who may have witnessed an incident. A complaint form will be enclosed in the Learner Handbook, on our VLE Moodle and the College website.</p>	<p>Academic Operations</p> <p>Director of Academic Operations</p>	Written Complaint
2	<p>Investigation: The Academic Operations Lead will then arrange for the incident to be investigated. Ordinarily, the Academic Operations Lead will assign a member of the College’s staff to lead the investigation. This person should have no involvement with the incident being investigated.</p> <p>The investigator will verify the validity of any supporting evidence submitted. The investigator may also interview the person who made the complaint, the person who the complaint has been made against, and/or any</p>	Staff member assigned as investigator	

	<p>other person who was involved or witnessed the incident in question.</p>		
<p>3</p>	<p>Investigation report: The investigator will submit a report to the Disciplinary Committee who will determine if the complaint merits the following:</p> <ul style="list-style-type: none"> • No misconduct • Minor misconduct • Major misconduct • Gross misconduct <p>Outcomes</p> <ul style="list-style-type: none"> • Should the Disciplinary Committee decide on No misconduct, no further action should be taken. • Should the Disciplinary Committee decide on Minor misconduct, the learner will receive a written warning and informed that three such instances of minor misconduct will result in a temporary suspension of the learner up to a maximum of one week and will amount to Minor misconduct. A fine of up to 50% of the yearly fee may also be imposed relative and proportionate to the finding of Minor Misconduct. • Should the Disciplinary Committee decide on Major misconduct, the learner will be suspended from the College for a period of 1 week and this will be marked on their permanent record. If such Major Misconduct or another incident occur this may constitute Gross Misconduct. • During this time the learner's attendance will be counted as absent and the learner will not be allowed to sit or submit an assessment if an assessment date falls during the suspension. 	<p>Disciplinary Committee</p>	<p>Notification to Learner (if applicable)</p>

<ul style="list-style-type: none"> • A record of this misconduct will be kept on the learners file for the duration of their studies with the College, and the learner will be informed that two such instances of Major misconduct will result in their expulsion from the College. • Should the Disciplinary Committee decide on gross misconduct, the learner will be expelled from the College. • In making the decision, the Disciplinary Committee must use only the available evidence from the investigation and may ask to meet with the learner if any clarifications are needed. <p>Note: all decisions can be appealed to the Appeals Committee within 10 days of the decision.</p>		
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13.7. Review of Support for Learners Policies and Procedures

The College will review these Support for Learners policies and procedures on an annual basis. This review will assess the adequacy and effectiveness of the support services offered, as well as the learning environment.

The following individual(s) will be involved in this review:

- Dean of Academic Affairs
- Academic Operations Lead
- Quality Assurance Lead
- 1 Lecturer Head of Library
- 1 Learner Information Systems and Enhancement
- Student Experience Leader