

Policy Name	Success Guarantee Policy
Directorate	Sales & Marketing
Created by (Job Title)	Director of Sales & Marketing
Date Reviewed	December 2017
Date of Next Review	December 2019
Pathway	Staff Intranet: Student Recruitment/Policies & Procedures
E & D Policy Disclaimer	To follow

Success Guarantee Policy

Introduction

1. This policy details the Group's success guarantee and the eligibility for students claim against it. It applies to students studying at one of the following colleges which are part of The Bedford College Group: Bedford College, National College for Motorsport, Shuttleworth College, The Bedford Sixth Form and Tresham College.
2. It is the policy of The Bedford College Group to ensure every students succeed in achieving their qualification.

Success Guarantee policy

3. The College has high expectations of its students and its staff. We are confident that, if students attend regularly and work to the best of their ability, they will succeed in achieving their qualification.
4. To demonstrate that confidence we offer our students a full refund of tuition fees, registration fees and exam fees (and specialist equipment costs in some cases) if they are not successful, subject to a few conditions set out below.
5. Full-time students aged 16-18 pay no tuition fees and will therefore be refunded a minimum of £100 if they meet the same conditions.

Eligibility

6. To be eligible to claim against the guarantee students must:
 - attend at least 95% of their programme(s)
 - undertake all homework, assignments and assessments thoroughly
 - attend and complete all exams
 - have met in full the entry criteria for the programme.

Making a claim

7. To make a claim students will need to write to the Chief Executive, The Bedford College Group, Cauldwell Street, Bedford MK42 9AH, and head the letter "Success Guarantee Claim". Students will need to provide full details of their course and the fees paid.
8. Claims will be processed within 40 working days.

Sarah Baxter
Director of Sales & Marketing