

# Bedford College Success Guarantee

The College has high expectations of its students and its staff. Our pass rates for those who attend regularly are close to **100%**.

We are confident that, if you attend regularly and work to the best of your ability, you will succeed in achieving your qualification.

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 you are not successful, subject to a few conditions set out below. 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.

We believe we are the **only college** in the country that offers such a scheme to its students, proving the importance we place on outstanding customer service.

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

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

The success guarantee scheme has been running for three years and has covered about 70,000 enrolments. There has been one successful claim in that period!