

Policy Name	Success Guarantee Policy
Directorate	Marketing
Created by (Job Title)	Executive Director of Marketing
Date Reviewed	May 2022
Date of Next Review	October 2025
Pathway	TBC
E & D Policy Disclaimer	<p>This policy has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation and Disability. We will continue to monitor this policy and to ensure that it has equal access and does not discriminate against anyone, especially any person/s listed under any protected characteristic.</p>

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 student succeeds 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
Executive Director
Marketing