



BOCODOL

**Botswana College of Distance and Open
Learning Refund Policy**

Doc. DEA/POL/

Revision No: 3

Effective Date:

1.0 Learner Refund Conditions

- 1.1 The College does not refund fees to learners withdrawing from a programme of study after the commencement date, save for conditions under Article 2.0.
- 1.2 Deferment of fees shall only be applicable where tutorials for the programme have not commenced.
- 1.3 A credit balance may be maintained in the student account where the student has in writing notified the Registrar of his/her deferment of study within the allowable period. That credit may then be used against future enrolment for the same programme where the student at that point, wishes to resume his/her studies.
- 1.4 The credit will only be valid subject to the validity of the deferment period. The duration of deferment of study shall not exceed half the period of study for the course or programme, after which the learner shall be required to re-apply and be governed by the applicable conditions (Refer to Enrolment Policy).
- 1.5 In case of the short courses only 1.1 shall apply

2.0 Refund Fees Exception

- 2.1 An exception to the policy on refund is where students have to withdraw from studies indefinitely, for example, on account of terminal illness. In such cases, the institution will issue a tuition fees refund, less any administrative costs provided the entire learning materials have been returned and the withdrawal is within fourteen (14) days of enrolment.
- 2.2 In the event of death, the institution will issue a tuition fee refund less any administrative costs.
- 2.3 A learner who withdraws from study after fourteen (14) days of enrolment shall not be entitled to any re-fund of the tuition fees paid save for conditions under Articles 2.1 and 2.2 of this policy.
- 2.4 A learner who wishes to withdraw from the institution before commencement of tutorials and before closure of registration will be refunded fees less a penalty of 10% of the total fee, or P50.00 whichever is higher.



- 2.5 A written confirmation will be required from the Regional Director and Office of the Registrar certifying that the programme has not started and registration has not closed.
- 2.6 Learners who have overpaid their tuition fee for courses undertaken in any particular semester may be refunded the excess of the tuition fee at the end of the semester.
- 2.7 Learners who have paid funds into the institution's account after being admitted for a semester, and do not complete registration, shall upon request of refund, be charged 10% administration fee on the fees paid or P50.00 whichever is higher.
- 2.8 Learners who qualify for refund may however, waiver their application for refund and maintain the funds in their account to be used for future enrolments.
- 2.9 All qualifying applications for refunds shall only be processed at the end of the semester.
- 2.10 The institution reserves the right to assess all applications for refunds on account of other prevailing conditions and apply its discretion accordingly.

3.0 Facilities Terms and Conditions

In the case of bookings of facilities and other services requests as well as short courses, cognisance of any contractual agreement (such as Memorandum of Agreements between the two parties), the following conditions shall apply:

3.1 Reservation Proof

Purchase orders from approved organizations shall be taken as commitment /reservation of services; otherwise all other bookings shall be subject to the following conditions:

3.1.1 60% of the invoice amount shall be payable not later than 14 calendar days before the service delivery date.

3.1.2 The remaining 40% of the invoice amount shall be payable on the service delivery date.

3.2 Cancellation of Reservations

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- 3.2.1 Cancellation made within 0 - 7 calendar days before the date of check-in or service delivery is subject to no refund.
- 3.2.2 A no-show on the date of check in, or non-attendance of client without having notified the institution within the applicable deadlines stipulated in this policy, is subject to no refund.
- 3.2.3 Cancellation made within 8 - 14 calendar days before the date of check-in or service delivery is subject to 60% refund of the reservation amount.
- 3.2.4 Cancellation made within 15 - 21 calendar days before the date of check-in or service delivery is subject 80% refund of the reservation amount.
- 3.2.5 Cancellation made within 22 calendar days or more before the date of check-in or service delivery is subject to 100% refund, less P50.00 administration fee.
- 3.2.6 Cancellation resulting from the inability of the institution to deliver the specified service shall be subject to 100% refund.

4.0 Documents to Accompany Refund Applications

All qualifying applications for refunds should be accompanied by the institution's process documents, which include, but may not be limited to:

- 4.1 Proof of Registration, e.g. Enrolment Form where application.
- 4.2 Student Reconciliation Form approved by the Regional Director (Student Refunds).
- 4.3 Proof of successful appeal in the case of remarking (Student Refunds).
- 4.4 A Completed Student Clearance Form in the case of qualifying withdrawals from programme (Student Refunds).
- 4.5 Complete Refund Application Form (Student Refunds).
- 4.6 A letter of request of refund by the applicant (All refunds).
- 4.7 Proof of Payment(s) made (All refunds where applicable).