

Student's college fees waived following Ombudsman intervention

The Ombudsman was able to help a student who complained that he had been misinformed about the total cost of his college fees.

He began a Diploma in Automotive Management in the South Eastern Regional College (SERC). The course fees were £552 for Year 1 and £450 for Year 2.

He stated that many of the other students on the course applied under an apprenticeship scheme which meant they didn't pay any fees, and that he was not made aware of this until the end of the first year. He believed he would have been eligible for the scheme. He also said that he was told the total cost was £552, and that he only found out later there would be fees for the second year of £450.

The Ombudsman found that the complainant was misinformed by the college about the total cost of the course. There was also evidence of poor record keeping, including whether or not he was told about the apprenticeship scheme.

A proposal was put forward to resolve the complaint which involved the second year fees of £450 being waived by the college. This was accepted by both parties.