

Printing Credit Refund Policy

Author:	Operations Manager, IT Services
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Ratified by and date:	
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This policy and procedure is subject to 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, Disability.

Alternative Format

This policy is available in alternative formats, to request this, please email marketingcampaigns@mkcollege.ac.uk

Version Control

Version Number	Author	Approver	Date approved	Next review date
1.0	Operations Manager, IT Services	Finance	20/08/24	Aug 26
2.0	Operations Manager, IT Services	Policies Scrutiny Group	07/01/26	Jan 28

Change log

Version Number	Summary of changes
2.0	Added clauses relating to credit refund, and other minor clarifications.

Overview:

- The college makes provision for students to top-up printing credit for use with multi-function devices located at main campus sites.
- Credit may only be purchased in fixed amounts. This reduces the risk of large credit values being purchased in error.

Usage of Credits:

- Printing credit can be used for printing services on multi-function devices located on main campus sites.
- Unused credit will remain in the printing account and carry over through each academic year until course completion or withdrawal from the college, at which point the account will be terminated.

Expiration of Credit:

- Students are expected to run down their printing credit to zero prior to completing their course or withdrawing from the college.
- Any remaining credit will be lost when the account is terminated.

Error Resolution:

- In the event of a technical error where credits are not properly applied, students should contact the IT Service Desk for assistance. The college will investigate and resolve any discrepancies.

Contact Information:

- For any queries or assistance, students should contact their course tutor in the first instance.

Credit Refunds:

- Printing credits added in error cannot be refunded or exchanged for cash.
- The college may, in exceptional circumstances and at its discretion, issue a refund of unused printing credit up to 30 days after account termination and where records show the balance was £10 or more. To request a refund, students should contact the IT Service Desk in the first instance.
- The college reserves the right to refuse a refund.