WEST DEAN

Refund & Compensation

Policy and Procedures

Benchmarking		
Consumer Rights Act 2015, Higher Education and Research Act 2017, OfS Regulatory Framework, OIA, QAA UKQC		
Document History		
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1. Introduction

This Policy sets out the circumstances in which the College will refund tuition fees, accommodation costs and other relevant costs to students and provide compensation where necessary if the College is no longer able to preserve continuation of study for one or more students or when a student withdraws or is withdrawn by the College. This policy should be read in conjunction with the Student Protection Plan which identifies this as an unlikely risk but the College recognises that if it were to occur, affected students should receive a refund of fees and accommodation costs and appropriate compensation in accordance with this policy. This Policy should also be read in conjunction with the College's Student Complaints and Appeals policy and general Terms and Conditions available on the College Website and the Accommodation Licence Agreement (if applicable).

2. Definitions

The College has adopted the following definitions with regards to refunds and compensation[1]:

A refund relates to the repayment of sums paid by a student to the College or an appropriate reduction in the amount of sums owed in future by the student to the College. This could include tuition fees, other course costs, or accommodation costs.

Compensation relates to some other recognisable loss suffered by a student. This normally falls into two categories, either: (a) recompensing a student for wasted out-of-pocket expenses they have incurred, which were paid to someone other than the College (such as travel costs) or (b) an amount to recompense for material disadvantage to a student arising from a failure by the College to discharge its duties appropriately. Compensation may take the form of a financial payment, a discount, or some other form of benefit.

3. Refunds

This section sets out the circumstance under which refunds of tuition fees or accommodation cost paid to the college will be made including where tuition fees have been paid to the College by student in receipt of a tuition fee loan from the Student Loans Company, by students who pay their own tuition fees or by students whose tuition fees are paid by a sponsor.

3.1. Refunds of tuition fees will be made under the following circumstances:

a) College Closure

[1] Compensation and refund policies – developing good practice, UUK April 2018, http://www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2018/briefing-compensation-refund-policies-april-2018.pdf

- Prior to the start of the academic Year – a full refund will be made

- After the start of the academic Year – tuition fees for the current term will remain due in full, but tuition fees for the remainder of the year will be refunded (if already paid) or waived where the student is required to transfer to an alternative provider to complete their studies

b) Closure of an individual programme

- Prior to the start of the academic Year – a full refund will be made where no suitable alternative is available at the College and the student is required to transfer to an alternative provider

- After the start of the academic Year – tuition fees for the current term will remain due in full, but tuition fees for the remainder of the year will be refunded (if already paid) or waived where no suitable alternative is available at the College and the student is required to transfer to an alternative provider to complete their studies

c) Material changes to programme content

- Prior to the start of the academic Year – a full refund will be made where the changes are so significant that it no longer delivers the same learning outcomes as originally advertised and no alternative is available at the College and the student is required to transfer to an alternative provider

- After the start of the academic Year – tuition fees for the current term will remain due in full, but tuition fees for the remainder of the year will be refunded (if already paid) or waived where the changes are so significant that it no longer delivers the same learning outcomes as originally advertised and no alternative is available at the College and the student is required to transfer to an alternative provider to complete their studies

d) Withdrawal by a student prior to the start of the Academic year – a full refund will be made less the deposit (which covers the College's reasonable administrative costs)

e) Withdrawal by a student after the start of the Academic year on health grounds or exceptional circumstances e.g. bereavement of close family member – normally tuition fees for the current term will remain due in full, but

tuition fees for the remainder of the year will be refunded (if already paid) or waived

f) Withdrawal of a student by the College during the Academic year due to a lack of academic progression – tuition fees for the current term will remain due in full, but tuition fees for the remainder of the year will be refunded (if already paid) or waived

g) Overpayment of fees – a refund of the amount overpaid will be made

3.2. Refunds of tuition fees will not be made if the following applies:

a) Withdrawal by a student after the start of the academic year for any reason not listed under 3.1 above – normally a full year's tuition fees are due regardless of payments made to date

b) Withdrawal of a student by the College on disciplinary grounds – full year's tuition fees are due regardless of payments made to date

3.3. Refunds of accommodation cost will be made under the following circumstances:

a) Under the same circumstances and on the same grounds as listed under 3.1 above

b) Where the accommodation occupied by the student becomes uninhabitable due to no fault of the student and the College is unable to provide a suitable alternative – pro rata refund of accommodation cost paid if paid in full

3.4. Refunds of accommodation cost will not be made if the following applies:

a) Withdrawal by a student after the start of the academic year for any reason not listed under 3.3 above – full year's accommodation costs are due regardless of payments made to date

b) Where the accommodation occupied by the student becomes uninhabitable as a result of the student's actions – full year's accommodation costs are due regardless of payments made to date

4. Compensation

This section sets out the circumstance under which the College will compensate students affected in the event that the College is no longer able to preserve continuation of study as a

result of College closure, campus closure or the closing of a programme of study. Payments of compensation will be limited in all cases to the amounts as published in the OIA guidance on distress and inconvenience.[2]

In the event of temporary or permanent Campus closure, the college commits to providing

a) free transport or if not practically possible, the payment of additional travel costs for students affected by a change in the location of their programme.

b) compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.

c) compensation for tuition and maintenance costs where students have to transfer programmes or provider.

5. Students who were awarded bursaries or scholarships through The Edward James Foundation

In the unlikely event that the College is no longer able to preserve continuation of study and a student has no alternative than to complete their programme of study at another provider, the College is committed to honour all bursaries awarded to students by the Edward James Foundation.

Where a student was awarded a bursary or scholarship by an external funding body but the application was made through the Edward James Foundation's Grants Committee, the College is committed to liaise with the funding body on behalf of the student to request for the scholarship or bursary to be transferred to the new provider but however recognises that the final decision lies with the funding body.

6. How to claim a refund or compensation

Any application for a refund or compensation shall be made in writing to:

The Director of Finance, West Dean College, West Dean, Chichester, West Sussex, PO18 0QZ

7. Payments

Refunds will normally only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee and will not be paid in cash. This applies whether

[2] http://www.oiahe.org.uk/media/111443/distress-and-inconvenience-guidance-sept-2016.pdf

the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees or has their tuition fees paid by a sponsor.

Bursaries of scholarships will be paid directly to the new provider upon receipt of an invoice.

Compensation will be paid by electronic bank transfer into a bank account held by the student in their name.