



KMS 706

Refund and Compensation Policy 2019/20



Created By:	Deputy Principal Finance & Corporate Services	Review Date:	January 2020
Approved By:	Corporation	Responsibility for Review:	Deputy Principal Finance & Corporate Services
Date Approved:	5 March 2019		

Purpose

The purpose of this policy is to set out the arrangements for the refund of tuition fees that apply to learners or their employers on further education, higher education or commercial (full-cost) programmes. This policy also outlines the circumstances when the college may consider the payment of compensation to students or their employers.

The college has a separate Tuition Fees Policy.

Approval

The College refund and compensations policy and any subsequent amendments to this policy will require the approval of the Corporation.

The policy will be reviewed annually and any changes recommended will be referred for approval to the Finance and Resources Committee and Corporation.

Refunds

The college will provide students with as much information as possible about the content of their further or higher education programme, location of their studies and timetable prior to the commencement of each academic year and will aim to minimise changes to programmes of study which result in disruption to learners during the academic year.

This policy applies to all college students, irrespective of the funding arrangements for their further or higher education programme, including students:

- In receipt of a tuition fee loan from the Student Loans Company
- Who pay their own tuition fees
- Whose tuition fees are paid by an employer or another sponsor

Refunds will not be made for any personalised clothing or materials which are being retained by the student or any registration fees which have been paid to another party by the college on behalf of the student.

Where the College takes the decision to close a course due to insufficient numbers or for a reason beyond the control of the student, a refund will be made. Should this action prove necessary the refund will be processed as part of the college's normal procedures and there should be no need for the student to request the refund from the college.

New students have a right to cancel their contract (registration) with the college within 14 calendar days of the completion of that contract (registration). This applies to all new students registering at the college at the start of the academic year meeting definition of a new student.

This college policy includes the students' right to 'cancel' their contract within a 14 day 'cooling off' period.

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For 14 calendar days from the day after a student completes registration or for 14 calendar days from the day after the start of term, whichever is later, a student can withdraw from the college without incurring financial penalty from the college.

Where a refund is agreed an administration fee may be charged. The college administration fee is £30 unless the college closes the course in which case the fee will not apply.

Refunds for students in receipt of a tuition fee loan from the Student Loans Company

Where a student wishes to withdraw from their course part way through the academic year the college will adjust the student's liability to the SLC (Student Loans Company) for tuition fees in accordance with the table below. It is the student to initiate any request for adjustment to the fee liability. Any request for reduced liability of tuition fees will be calculated based on the terms set out in the table below and from the official withdrawal date.

From Start of Course	Withdrawal Date	Fee Liability %
	1 – 14 calendar days	0%
	15 – 90 calendar days	25%
	91 – 180 calendar days	50%
	181 calendar days or more	100%

Refunds for students whose tuition fees are paid by a sponsor or employer

If another organisation has agreed to pay the student fees but then does not do so, the student will become liable to pay them instead. This also applies if the student has applied to the Student Loan Company for an HE student loan but does not complete the application or if the application is later refused. Refunds will be returned directly to the sponsor or employer, based on the percentage of fees as listed in the fee liability table above.

It should be noted that if the amount paid by the sponsor or employer to date falls below the liability percentage then the student will be liable for the outstanding amount.

Payment of additional travel costs for students affected by a change in location

At the start of the course the college will confirm where within the college estate the study activity will take place. In the extremely unlikely event that the college needs to change the location for the study activity of the course then the student will be reimbursed for any additional cost of travel as a direct result of the change of location.

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Transfers

In the event a student transfers from one course to another the following rules will apply:

- Transfers from a course the college has closed to an alternative course with a higher fee, the difference will be paid by the college;
- Transfers to a college course with a similar tuition fee, no charge will be made, with the exception of registration fees where applicable;
- Transfers from a college course to another college course with a higher tuition fee, the difference will be paid by the student and the registration fees where applicable.

Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study

It is extremely unlikely that whilst a student is enrolled on a course that a situation arises that means the college can no longer complete the programme of education through to the completion of the course. In that unlikely event the college will reimburse any out of pocket direct costs that the student might have suffered as a result.

Compensation for tuition and maintenance costs where students have to transfer courses or provider

It is extremely unlikely that whilst a student is enrolled on a course that a situation arises that means the college can no longer complete the programme of education through to the completion of the course. In that unlikely event the college will reimburse any out of pocket direct costs that the student might have suffered as a result, such as travelling to study at another provider.

Financial Implications of Refund and Compensation Policy

The college will incorporate provisions within its annual budget for the potential payment of tuition fee and other refunds and compensation payments to students. A combination of cash reserves and (where appropriate) insurance policies will be designated for those students where an increased risk of non-continuation of study has been identified.

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