

## Tuition Fee Refund Policy

### Introduction

This Policy sets out the School's process on refunds to students for Tuition Fees. The School must ensure that any refund given is for a genuine reason, with adequate supporting documentation and authorisation, in order to limit the potential risk of money laundering and fraud.

This Policy relates to refunds for Tuition Fees that are requested because a student has voluntarily withdrawn from or suspended their studies. Student claims for refunds on the grounds that they have a complaint in relation to the School's delivery of its programme; or in the rare event that there has been a material breach of contract by the School, will be managed in accordance with the [Compensation and Refund Policy](#).

### Scope

This Policy applies to all registered students of the School.

### Refund Liability

The amount of tuition fees a student will be liable to pay will depend on the term in which they withdraw or suspend. If the Student withdraws or suspends:

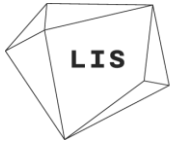
- From week 3 of Term 1 they will be charged 25% of the total academic year's fee.
- Anytime during Term 2 they will be charged 50% of the total academic year's fee.
- Anytime during Term 3 they will be charged 100% of the total academic year's fee.

### Procedure for processing refunds

Once it is established that a refund is due or is requested, the refund paperwork should be completed by the Tuition Fees Team within 2 weeks of receiving the **final** required documentation where this is between January and September registration. From Registration week and onwards refunds will not start to be processed until November or December. All refunds will be made in Sterling. The School will not refund any shortfalls owing to exchange rate fluctuations or offer compensation for any bank or other charges incurred. All refunds will be returned via the same method as the original transaction (except where payment was made by cash) and to the source of the original transaction wherever possible. The School does not take any responsibility for payments made by a third party. Specific arrangements depending on method of original transaction are detailed below.

### Credit/Debit Card

If the payment was made online, the School will normally be able to return the funds to the card that was used for the payment up to 18 months after the original payment was received. If the payment was made in person, the School will normally be able to return the funds to the card that was used for the payment up to 12 months after the original payment was received.



For refunds made outside of these times, proof of payment details will be required.

### **Bank Transfer**

For International payments, the School will normally be able to request a bounce back of funds up to 12 months after the original payment was received.

For payments from a UK bank account, the School will return the funds to the Bank Account from which the original payment was made.

For refunds that cannot be made to the originating bank account as above, then proof of payment details will be required.

### **Global Pay for students (Powered by Western Union)**

Proof of payment details will be required.

### **Cash or Cheque**

Proof of payment details will be required.

### **Direct Debit**

The refund will be processed back to the account used for the original transaction.

### **Proof of payment details**

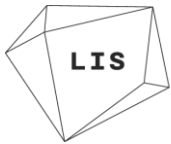
Where funds cannot be returned to the original card or account, proof of where the original payment came from will be required, such as a copy of a card or bank statement showing the funds leaving (all other details may be blanked out).

Where a card has expired then a statement to prove this will be required before the funds are returned in another way.

Where payment was made by cash, a statement should show the withdrawal of cash. If no such proof is able to be provided a refund may not be possible.

### **Monitoring and Review**

The Director of Finance will review this policy and its effectiveness on an annual basis and recommend any changes for authorisation by the Board of Directors.



<b>Name of policy/procedure:</b>	Tuition Fee Refund Policy
<b>Document owner:</b>	Jasper Joyce, Director of Finance and Operations
<b>Date Originally Created:</b>	01/2019
<b>Last reviewed:</b>	10/2021
<b>Reviewed by:</b>	Dr Andrew Redford (Head of Quality)
<b>Audited by:</b>	Board of Directors
<b>Date of Audit:</b>	11/2019
<b>Date of next review:</b> (annually unless otherwise agreed)	10/2022
<b>Related documents:</b> (e.g. associated forms, underpinning processes, related policies or overarching policies)	Terms and Conditions Student Compensation and Refund Policy

Version Control			
Version	Author	Date	Brief summary of changes
1	Jasper Joyce (Director of Finance and Operations)	27/06/2019	Original draft
2	Hannah Kohler (Director of Admissions and Student Support)	28/06/2019	Minor wording changes
3	Hannah Kohler (Director of Admissions and Student Support)	01/08/2019	Clarification of responsibilities for review of policy and effectiveness and authorisation of changes
4	Board of Directors	18/11/2019	Approved