



## **Student Fees, Refunds and Compensation Policy**

## Table of Contents

<b>Document Version Control</b> .....	<b>3</b>
<b>1 Introduction</b> .....	<b>4</b>
<b>2 Purpose and Scope</b> .....	<b>4</b>
<b>2.1 Purpose</b> .....	<b>4</b>
<b>2.2 Scope</b> .....	<b>4</b>
<b>3 Course Fees</b> .....	<b>4</b>
<b>3.1 Additional Fees</b> .....	<b>4</b>
<b>3.2 SLC Funded Students Awaiting SLC Loan</b> .....	<b>4</b>
<b>4 Refunds</b> .....	<b>5</b>
<b>4.1 SLC Funded Students Wishing to Withdraw</b> .....	<b>5</b>
<b>4.2 Exceptional Circumstances</b> .....	<b>5</b>
<b>4.3 Relocation</b> .....	<b>6</b>
<b>4.4 Transfer</b> .....	<b>6</b>
<b>4.5 Appeals</b> .....	<b>6</b>
<b>5 Complaints</b> .....	<b>6</b>
<b>6 Failure to Pay Fees</b> .....	<b>6</b>
<b>6.1 External reference points</b> .....	<b>7</b>
<b>6.2 Internal policies and procedures</b> .....	<b>7</b>

## Document Version Control

Version	Date	Changes	Reason	Author
1	05/18	N/A	New Policy	AM
2	12/18	Inclusion of reference to OfS Regulatory Advice; additional information re categories of refund; addition of reference to Student Protection Plan; update re. College's Informal Complaints Form; update re financial implications.	Annual Review	JY
3	09/24	Removal of references to UoN courses. Updating of Pearson Registration fees.	Annual Review	HoQ

This Student Fees Refunds and Compensation Policy will be reviewed annually by our Head of Quality. Any amendments require the approval of our College Oversight Board.

This Policy is available on the College website.

If required, hard copy or large format edition may be requested from Student Services.

# 1 Introduction

Brit College is a student-friendly institution and engages students in all areas which affect their student experience. This includes information regarding course fees and refunds.

All providers are required to have a refund and compensation policy. This is designed to cover circumstances where continuation of study is not possible and outlines how, or whether, students may be entitled to refund of fees and other relevant costs.

## 2 Purpose and Scope

### 2.1 Purpose

The aim of this policy is to ensure that information regarding course fees and refunds conforms to consumer protection law (Consumer Rights Act 2015) as championed by the Competition and Markets Authority (CMA). The policy should be easy to understand for all prospective students and staff members and should provide a clear understanding of the circumstances where students are eligible for a refund. The implementation of the policy should not be administratively burdensome but should be sympathetic to student needs. Methods of publication are the College website and Virtual Learning Environment (VLE).

### 2.2 Scope

This policy applies to:

- Students paying the tuition fees themselves
- Students in receipt of tuition fees from the SLC
- Students whose tuition fees are paid by a sponsor
- Students in receipt of a bursary

## 3 Course Fees

Details of fees for all courses that Brit College is running can be found on our website in the *Our Courses* area.

### 3.1 Additional Fees

Replacement Student ID Card: £5

**Please note:** If you require a replacement certificate from Pearson, you will need to contact them: <https://qualifications.pearson.com/en/support/Services/certificate-services.html>

There will be a charge for the replacement certificate (£55 at the time of writing).

### 3.2 SLC Funded Students Awaiting SLC Loan

If you have applied for your SLC loan but have not had it approved by the beginning of your course, Brit College will ask you to pay deposit 25% of your course fee. As soon as your SLC funding has been approved and Brit College has received your tuition fees, we will refund your deposit in full.

**Please note:** if you are taking the HND programme any registration fee paid to Pearson is non-refundable and the College may not refund it. For academic year 2024-25, the Pearson Registration fees are:

- HND in Business - £348.90
- HND in Healthcare Practice - £348.90
- HND in Leadership and Management - £388.65

## 4 Refunds

Students considered to be eligible for a refund should complete a refund request form, available from the Registrar, explaining the reason for requesting a refund. We aim to respond within 7 working days and, if appropriate, we aim to send a refund within 14 working days. Refund payments will only be made by bank transfer.

**Please note:** All refund requests must be accompanied by evidence and any refund is payable direct to the student/sponsor/SLC, whichever is the source of funding.

### 4.1 SLC Funded Students Wishing to Withdraw

SLC Funded students who wish to withdraw before the start of their course/a new term must inform the College in writing **14 days before the start of the course/the new term**. This will allow Brit College to notify the SLC so that the student does not receive any maintenance loan funds and the College does not receive the tuition fees. To withdraw from your course, please contact: [registry@britcollege.ac.uk](mailto:registry@britcollege.ac.uk)

### 4.2 Exceptional Circumstances

The following examples are considered to be **exceptional circumstances** and will automatically entitle students to a complete refund if:

- A course is cancelled or closed prematurely by the College.
- The course location, day or start or finish times and dates are changed and no alternative times are acceptable, and, as a direct result, the student is unable to continue their studies.
- There is an enrolment error on the part of the College, for example the College has incorrectly enrolled a student onto a course or charged incorrect fees.
- The student provides written notification of a change in circumstances *prior to* the start of the course (a full refund will be given minus the College registration fee).

Where any of the above stated events occurs in relation to a course funded by Student Finance then the College will assume the responsibility of reimbursing the Student Loan Company/Student for the amount incurred/paid up to the point of the event as stated above.

The following are **not considered** exceptional circumstances and do not automatically entitle a student to a refund:

- Student moves out of the area
- Student moves employment

- Student develops a medical problem
- Student changes their mind after the start of a course
- Student who is excluded from the College will not be entitled to any refund of registration fees and/or possible refund of any course fees.

### 4.3 Relocation

If the College moves location to different premises, students will be consulted and account will be taken of any extra individual expenditure required. If appropriate, the College will consider reimbursing students who incur additional transport or childcare costs, but only in the unlikely event that the new location should be a substantial distance from the original location.

### 4.4 Transfer

If a student has to transfer to another higher education provider to complete their programme of study, the College would consider making compensation for tuition fee and maintenance costs.

### 4.5 Appeals

Students wishing to challenge or appeal a decision made about a refund, can do so in writing addressed to our Head of Accounts.

## 5 Complaints

Occasionally there may be instances where students are not satisfied with the quality, level of service or the advice and guidance provided by the College in terms of refunds. If this is the case, students must submit a written complaint to the College detailing the reasons for dissatisfaction linked to the refund request. The complaint should be submitted to the Registrar: [registrar@britcollege.ac.uk](mailto:registrar@britcollege.ac.uk)

The complaint and refund request will be investigated in line with the College's Complaints Procedure, and you will be informed of the outcome of the investigation within 10 working days of the College receiving your complaint.

If your request is upheld, you will receive a refund as appropriate. If your claim is not substantiated, you will not be entitled to a refund.

## 6 Failure to Pay Fees

The College follows a standard credit control policy to seek recovery of fees due, including contacting the student by email, telephone or in person to secure settlement.

In the event that a student fails to pay the fees due after such follow up, the College will apply the following sanctions, progressively and in dialogue with the student:

- a. Withdraw IT and Moodle access and de-activate any passwords
- b. Suspend access to the College
- c. Prevent progression to the next year/session
- d. Exclude the student from the College

In addition, the College may refer the debt to a third party agency for collection as a last resort.

## **6.1 External reference points**

- Office for Students' (OfS) Regulatory Advice 2 (available at [https://www.officeforstudents.org.uk/media/1094/ofs2018\\_04.pdf](https://www.officeforstudents.org.uk/media/1094/ofs2018_04.pdf))

## **6.2 Internal policies and procedures**

This policy is linked to the following Brit College policies and procedures:

- Student Protection Plan
- Consumer Protection Policy
- Engagement Policy
- Procedure: Student Registrations and Confirmation of Attendance
- Admissions, Applications and Enrolment Policy
- Communication Policy
- Complaints Policy
- Data Protection (GDPR) Policy