

## HIGHER EDUCATION REFUND & COMPENSATION FOR NON-CONTINUATION POLICY

**Version:** 2020/21

**Aim / Scope:** This policy is designed to inform college staff, applicants and stakeholders of refunds and compensation for non-continuation of Higher Education provision.

**Policy Owner:** Director of Financial Resources

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Related policies	HE Admissions policy HE Appeals and Complaints Policy HE Fees & Refund Policy Financial regulations HE Student Protection Plan

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## HIGHER EDUCATION REFUND & COMPENSATION POLICY 2020-21

### 1. Policy statement

This policy aims to provide information on how compensation arrangements will be made in the event of non-continuation of any Higher Education programmes

### 2. Context and reasons for the policy

The College has published a Student Protection Plan (SPP) which sets out what measures the College will take to ensure the quality and continuation of Higher Education programmes for both current and potential students. This plan assesses the risks to continuation and identifies action to minimise both the possibility and resulting impact upon students.

In conjunction with the SPP the College is required to adopt a Refund and Compensation Policy in the event of non-continuation of programmes. This policy sets out the circumstances in which the College will provide compensation and refund of tuition fees where the College is not able to continue delivering a programme of study.

The College will do everything within its powers to ensure that all students have the opportunity to complete their chosen programme of study. However, there may be very rare circumstances where the College is unable to do this, and this Policy outlines where refunds and compensation may be possible.

This Policy is relevant to current and potential students and would not normally apply to individuals who have completed their studies.

### 3. Policy objectives

The college staff, students, prospective students and students' employers and sponsors will understand:

- What measures the College will take to compensate students for non-continuation
- How refunds and compensation will be determined.
- Payment of bursaries where applicable.

### 4. Planned Non-Continuation of Programmes

#### 4.1 Enrolled Students

Where the College makes the decision to discontinue a programme the College will, where possible, ensure that enrolled students are able to complete their programme of study. In very extreme circumstances this may not be possible and in this event the College will:

- Consult with the students at the earliest possibility
- Offer advice and support to help students make a decision as to whether to transfer to another programme within the institution or to transfer to an alternative provider.
- Offer to pay travel costs for students to visit an alternative provider
- Consult with the Students Union in regard to a compensation plan. This compensation plan will reflect the circumstance of the non-continuation and the

circumstance and characteristics of students. Compensation may include appropriate provision for:

- Additional tuition costs
- Maintenance costs
- Travel costs associated with relocation of provision
- Lost study time
- Ensure that any entitlement to a bursary will continue if the student transfers to another programme or an alternative provider.

## **5. Unforeseen Programme Closure**

5.1 Unforeseen programme closures can occur in 2 circumstances:

- An unforeseen event happens which leaves the College with no option but to close the course. This is unlikely but an example is if specialist facilities are destroyed.
- Failure to recruit sufficient student numbers

5.2 Enrolled students

In the very rare circumstance where the College can no longer continue to offer a programme and cannot allow the students to complete their programme, the College will:

- Consult with students at the earliest possibility.
- Offer support and guidance regarding finding either another programme at the College or with an alternative provider
- Ensure that all students receive appropriate credit for the levels they have achieved
- Offer to pay travel costs for students to visit an alternative provider
- Consult with the Students Union in regard to a compensation plan. This compensation plan will reflect the circumstance of the non-continuation and the circumstance and characteristics of students and any additional costs incurred as a result of relocation. Compensation may include appropriate provision for:
  - Additional tuition costs
  - Maintenance costs
  - Travel costs associated with relocation of provision
  - Lost study time
- Ensure that any entitlement to a bursary will continue if the student transfers to another programme or an alternative provider.

Please Note that this would only happen in extreme circumstances and as yet has not happened.

5.3 Applicants

The College will ensure that applicants to the programme are notified at the earliest opportunity and will offer advice and support to help them to find a suitable alternative at either the College or an alternative provider.

## **6. Closure of a campus**

If the College makes the decision to close a campus and move the provision to a different location. The College will:

- Consult with students at the earliest possibility
- Students not wishing to continue their studies with us will be offered advice and support regarding alternative programmes at either the College or an alternative provider
- Will offer compensation to students who may incur additional expenses due to their individual circumstances.