

Regent College London¹ 2019-20

Tuition Fee Refund and Compensation Policy²

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1. Purpose

- 1.1. The purpose of this Tuition Fee Refund and Compensation Policy is to provide guidance on when Regent College London ('the College') may make refunds of tuition fees and consider paying compensation to students.³

2. Policy Statement

- 2.1. **Responsibility:** Students are responsible for the payment of all tuition fees irrespective of whether they are funded by the Student Loans Company, self-funded or sponsored by a third party. However, fee liability is dependent on the timing and/or circumstances in which a student leaves the College. There may be circumstances in which a student cancels their place or withdraws from their course. It is also possible that the College will terminate a student's place. A refund of tuition fees and/or compensation may be appropriate in these circumstances.
- 2.2. **Continuation of Study:** The College acknowledges that it may not be possible to preserve continuity of study for one or more students such that a refund of fees and/or compensation might be appropriate. Similarly, a student may not be permitted to continue their studies into the next year if tuition fees remain outstanding. This policy should be read in conjunction with the College's Student Protection Plan.

3. Tuition Fee Refunds

- 3.1. **Eligibility:** The College will only consider claims for refunds of tuition fees where:

¹ Regent College London is the trading name of RTC Education Ltd.

² Students enrolled on programmes with our University partners must use the relevant tuition fee refund policy. Compensation by Regent College London or our University partners will depend on the nature of the significant change affecting students.

³ For the avoidance of doubt Regent College London's Tuition Fee Refund and Compensation Policy applies for tuition fee refund to students on HND programmes. Compensation may apply to all of the College's higher education provision depending on specific circumstances concerned with the premises normally used for the teaching of students.

- 3.1.1. a student who has already paid cancels their place within the 14 day cancellation period;
 - 3.1.2. a student withdraws from their course of study;
 - 3.1.3. the College terminates a student's course of study;
 - 3.1.4. the College is no longer able to deliver a student's course of study;
 - 3.1.5. a student has made an overpayment.
- 3.2. **Cancellation:** If you cancel your place within the 14 day cooling-off period, you will not be liable to the College for tuition fees.
- 3.3. **Withdrawal / Termination:** If you withdraw from your course or are required to withdraw by the College (termination) after the 14 day cooling off period, you may be entitled to a tuition fee refund. The College will confirm the official date of withdrawal/termination. Calculation of your refund entitlement will depend on your withdrawal/terminate date and how you are funded:

Date of Withdrawal	% tuition fee due from SLC	% tuition fee due if self-funded or sponsored
After start date of term 1	25%	33%
After start date of term 2	50%	67%
After start date of term 3	100%	100%

- 3.4. **Payment:** Refunds are not paid in cash and will only be made to the original source. Where the tuition fee is paid by Student Loan Company (SLC), the College will make a refund to the SLC. Where the tuition fee is paid directly by the student a refund will be made to the student account from which the money was paid to the College. Where the tuition fee is paid by an external sponsor, a refund will be made to that sponsor.

4. Pearson Registration Fee

- 4.1. Registration fees are payable by the candidate and may vary depending upon the actual exam board charges. The Pearson fee is a requirement of study at Regent College London in order to ensure that each student is properly registered with the Pearson Group; this allows the College to provide tuition and course materials as directed by Pearson. Please note that you will be charged the registration fee if no funding is in place at the start of term, but you will be able to claim this back from the College once funding is secured if applying via the Student Loan Company and only when the first payment is received. The fee will be requested of students and is payable upon demand via debit/credit card.

5. Overpayments

- 5.1. Any overpayment of tuition fees will be refunded to the original source.

6. Compensation

6.1. **Eligibility:** The College aims to ensure that the student learning experience, as described in the College's Mission statement and detailed in the Pearson BTEC HND Specification(s), is delivered and maintained at all times. The College will endeavor to mitigate the effects of any minor changes to course content or delivery. In the event that continuation of study is disrupted, the College will consider paying affected students compensation to address consequential additional expenditure. Payment of compensation is subject to the provision of appropriate evidence that the additional expenditure has been incurred.

6.2. **Accommodation:** In the event that part or all of the campus is rendered unusable for activities involving students, the College would usually consider remedies such as:

- relocating provision to an alternative location, this may include utilising other property used by Regent Group or hiring spaces for programme delivery (where possible nearby, but definitely in North west London)
- rescheduling the timetabled hours to allow all of the scheduled teaching to take part in the available facilities. This may include student contact sessions being held outside of usual planned hours. Where such an approach is taken, appropriate consultation will normally be conducted with students and stakeholders who may be affected;
- delivering part or all of programmes through alternative means, such as distance learning. Where such an approach is taken, the College will consider whether this is appropriate for students who would be affected.
- In the event that any student may not be able to move their studies to an alternative location, or engage with alternative modes of study for credible and demonstrable reasons, the College would consider, where appropriate; possible refunds if students had to change providers or; compensating students if, because of disruption to their studies, they suffer demonstrable, financial loss.

6.3. **Relocation:** If the College moves location to different premises, students will be consulted and account will be taken of any inconvenience likely to be caused. The College will, if appropriate, consider compensating students affected for consequential costs such as additional expenditure on transport.

6.4. **Continuation of Study:** If the College is unable to preserve continuation of study, it would consider compensating students affected consequential costs such as additional maintenance costs and lost time. Compensation for loss of time may include the value of any increase in fees incurred as the result of delay. Any compensation would be based on the student producing objective evidence to demonstrate loss.

6.5. **Transfer:** Where a student has to transfer to another higher education provider to complete their programme of study the College will support students to transfer to appropriate programmes at other providers and, if appropriate, financially compensate students where they suffer demonstrable, material financial loss because of disruption to their studies.

- 6.6. **Process:** Claims for compensation made by a student or group of students must be made in writing and will be considered by a Compensation Panel consisting of the Principal, Academic Dean and an independent member of the College Board of Governors. The panel will adopt an evidence-based approach and deal with any claims made sympathetically. The Panel will also consider awarding compensation if a particular cohort of students or all students are affected by a significant disruption.

7. Student Bursaries

- 7.1. The College would honour any bursary paid to a student should the student need to transfer to another institution to complete their programme of study as a consequence of the College being unable to preserve continuation of study due to course or institution closure.

8. Complaints

- 8.1. Any student with a complaint relating to this Tuition Fee Refund and Compensation Policy should use the College Complaints Policy and Procedure (<http://www.regentcollegelondon.com/our-college/policies/>).

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