

Regent College London

International Student Fees and Refund Policy

Purpose

1. This document describes Regent College London's policy for the payment of tuition fees by international students and the refunding of tuition fees to international students under certain circumstances, as described below.

Who this policy applies to

2. This policy applies to international students who are sponsored under the College's Student sponsor license.

Responsibilities for fees

3. International students are personally liable for the payment of tuition fees to the College, including where fees are paid by a third party. Should a third-party paying fee on an international student's behalf fail to pay the fees on time, the tuition fee debt will be transferred to the student. In these circumstances the College will notify the student.

Third party payments

4. Tuition fee payments made via third parties will not be accepted by the College unless:
- The payee is an exchange company or money wire, and the student provides evidence that he or she has authorised the payment;
 - The payee is a sponsor or family member who is sponsoring the student, and the student provides a letter from the payee to evidence that arrangement.
5. Where a third-party payee is not a sponsor or family member, the student must ask the payee to submit a consent letter to international@rcl.ac.uk for approval before the payment is made.

Payment by instalments

6. The College's Chief Finance Officer may agree payment plans with international students for the payment of tuition fees by instalments. Where an international student with a payment plan fails to pay an instalment by the due date, the College will request that the instalment is paid immediately. If payment is not received within the timescale set out by the Finance team, the student will be suspended from teaching sessions and not reinstated until payment is received by the College. This may lead to the College withdrawing its sponsorship.

Circumstances in which fees may be refunded

7. At its sole discretion the College may refund fees in the circumstances described in the table below. The College will only refund fees that are shown as cleared in the College's UK bank account; funds that are shown as pending must be cleared before the College will consider refunding them. The College will deduct £500 from any refund as a charge for the administration of the refund.

Pre-arrival CAS interview	If a student has paid to have a pre-arrival CAS interview, the College will refund this payment if the student fails the interview.
Advance payments	If a student has made a tuition fee payment in advance of enrolling with the College and then notifies the College that they will not be enrolling, the College will consider refunding the fees paid. The student must explain why they are not enrolling.
Visa refusal	If a student is issued with a CAS but refused a visa through no fault of their own, the College will consider refunding the fees paid. The student must provide evidence about the grounds for the visa refusal.
Other exceptional circumstances	The College may consider refunding tuition fees under other exceptional circumstances on a case-by-case basis at its sole discretion.

Circumstances in which fees will not be refunded

8. The College will not consider refunding fees where:
- A student is withdrawn or suspended from the College on academic grounds i.e., for failing to satisfy the academic requirements of the programme;
 - A student is withdrawn or suspended on non-academic grounds e.g. for failing to abide by the International Student Attendance and Engagement Policy;
 - A student breaches the conditions of their visa;
 - A student is refused a visa for reasons, or on grounds, that they were reasonably able to control;
 - A student fails to disclose important information that may result in the visa application being refused by the Home Office;
 - A student illegally travels to the UK after being informed not to travel.
 - A student has arrived in the UK and enrolled on their course.

How to request a refund

9. Requests for a refund should be made in writing and given to the recruitment lead who will send the student a link to start the refund process.

How refunds are paid

10. Refunds will be made via BACS to the same bank account the College received the fees from. The College is not liable for any difference between the fees paid by the student and the refund received owing to foreign exchange rate fluctuations, or for any charges made by the bank receiving the refund.

11. Due to Anti-Money Laundering regulations, refunds can only be made to the credit/debit card or bank account from which the original payment was made. In cases where the credit/debit card has expired or the bank account has been closed, it may be possible to process the refund to an alternative card or into an alternative bank account in the original payer's name. In these circumstances we will require additional information such as:

- Evidence of the account holder's identity and that they are they made the initial payment;
- Evidence to satisfy the Chief Finance Officer the original credit/debit card can no longer be used (for example the card has expired) or that the original account has closed.

12. The refund will be made in GBP. Any bank charges or currency conversion costs incurred in making a refund shall be borne by the student or the third party receiving the payment.

Appeals

13. The College will consider appeals against our final decision on making a refund which are:

- Made by the student in writing.
- Received by the College within twenty working days of the date on which the College first informed the student of the final outcome of their application for a refund.
- Made on one or both of the following grounds:
 - There is relevant and material information which was not made available to us at the time of application, through no fault of the applicant;
 - The way we dealt with the refund process differed materially and significantly from this policy.

14. Appeals will be considered on the understanding that, should the appeal be upheld, any refund is at our discretion.

15. Appeals should be made in writing to the Chief Finance Officer, who will acknowledge the appeal within five working days, investigate and make a decision, responding to the appellant within twenty working days of receiving the appeal. If the matter cannot be resolved at this point, the appellant has the option to then refer the appeal to the Accountable Officer, in writing within ten working days of the Chief Finance Office's decision.

16. Within ten working days of referral, the Accountable Officer will respond with their decision, which is final. There is no appeals procedure in cases where the applicant has unspent criminal convictions or cautions at the point of application.

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