

## REFUNDS

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It is the policy of the University to issue refunds where appropriate to students who withdraw or suspend from their course. The refund amount will depend on the timing of the withdrawal and the student's programme of study. Our policies for the calculation of fee liability/refunds for undergraduate and postgraduate tuition fees are set out below.

### Undergraduate fee refunds

- If in attendance at the start of autumn term and withdraw date is before the start of the second term; 25% fees are due.
- If in attendance for the autumn and spring term and withdraw date is before the start of the summer term; 50% fees are due.
- If withdraw date is after the start of the summer term; 100% fees are due.

Students who have applied for tuition fee loan funding from the relevant UK funding body should be aware that any reduction in tuition fees charged by the University is notified directly to the relevant UK funding body. Please note that there will be a corresponding impact on the maximum tuition fee loan that is permitted.

### Postgraduate fee refunds

#### Postgraduate taught students

- If in attendance at the start of autumn term and withdraw date is before the start of the second term; 25% fees are due.
- If in attendance for the autumn and spring term and withdraw date is before the start of the summer term; 50% fees are due.
- If withdraw date is after the start of the summer term; 100% fees are due.

#### Postgraduate taught - individual module route only

Students undertaking their studies on a pay per module basis: no refunds will be issued once the module has commenced.

#### Postgraduate Research Students

Fees are calculated, and refunded, on a monthly pro rata basis within the academic session. Students who withdraw suspend or transfer to Nominal part way through a month will be charged full fees for that month.

### **Refund of Deposits**

Students wishing to attend certain programmes of study may be required to pay a **non-refundable tuition fee deposit** when the offer of a place is accepted. A refund can only be claimed if you:

- are refused a visa by UKVI
- fail to meet the academic condition of your offer
- fail to meet the English language condition of your offer

Please note that:

- failing to meet the academic conditions of your offer means that you have continued on your programme of study, have taken the specified academic examinations/tests/assessments after you have accepted your offer, but failed to obtain the

required GPA or degree class/grade and your result has not been accepted for entry onto the course that you have been offered.

- failing to meet the English language conditions of your offer means that you have taken one of the University's accepted English language tests after you have accepted your offer and failed to obtain a satisfactory result and your result has not been accepted for entry.

Full documentary evidence of being refused a visa or failing to obtain your degree, GPA or degree class/grade, or an unsatisfactory result for an English language test taken after your offer will be required when claiming a refund. Refunds will be made in the same way as the deposit is made in order to comply with the University's Anti- Money Laundering Policy.

No refund will be offered if any of the documents or information provided as part of your application are found to be fraudulent. All refund requests must be received by the 31 October.

If a deposit has been paid and there is a refund due where cancellation rights apply, this will be carried out in accordance with the Consumer Rights Act 2015.

### **Important Refund & Compensation Information**

- If a student has a University debt, it will be subtracted from any refunds of fees payable.
- All refunds will be calculated in £ Sterling but may be refunded in the currency of the original payment. **The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred, which could affect the final sum received.** No refunds will be made in cash and no interest is paid on returned deposits or overpayments.
- Refunds will be returned to the account from which the payment was made. The refund will be processed and returned via the same method by which the payment was made. For fees that are paid by credit/debit card in person or online, refunds due to the student will be credited back to the card that made the original payment. In the event that the tuition fee payment(s) were made by a sponsor, the University reserves the right to refund the relevant fee proportion to the sponsor. This is an important provision to ensure adherence to the University's Anti- Money Laundering Policy.
- Once the University receives notification of withdrawals/interruptions and only when all account adjustments have been made and are reflected on the student account and the refund has been approved the monies due will be refunded within 28 days.
- In the event that a referred assessment fee is paid but the student does not sit the referred assessment(s), the credit balance will be refunded after the Accounts Receivable team has received notification from the Exams Office. The additional fee for examination at an overseas location will not be refunded.
- Special conditions apply to the refund of payments made via Professional Career Development Loans, US Direct Loans and Canadian Educational Loans due to the operating regulations of these funding schemes. It is a condition of the University's participation in these funding schemes that refunds are only processed in accordance with the relevant regulations.

- In the event that the University is unable to preserve continuation of study for students and the students are transferred to another provider, the University would not normally refund any tuition fees. Students would be responsible for future tuition fees due to the new provider, but only to the extent that the fees do not exceed those that a student would have paid to the University. If the fees of the new provider are higher than those that the student would have paid to the University, the University will consider compensation, which is fair and lawful.
- In the event that the University is unable to preserve continuation of study for students and is unable to make any alternative teaching arrangements, the University will, if fair and lawful, normally
  - i) Unless an alternative award is made, refund tuition fees (or a proportion thereof) incurred in relation to the programme of study on which the students are registered;
  - ii) Refund any appropriate losses incurred in relation to accommodation or maintenance costs (depending on the students' individual circumstances);
  - iii) Refund any appropriate losses directly incurred by students, which enable students to study on the programme such as cost of obtaining a visa (depending on the students' individual circumstances).
- In exceptional circumstances, the University may also make a payment in acknowledgement of inconvenience, disappointment or lost time.