



College of Medicine and Dentistry

Refund and Compensation Policy (October 2022)

1. Introduction

The purpose of this policy is to provide guidance on when the College may consider offering refunds of tuition fees or compensation and how it will be calculated. This policy relates to the portion of the tuition fee paid by the student him or herself or private sponsor (if applicable) or in later years the SLC (if and when applicable). This policy will also determine when compensation may be payable to a student where the College accepts it has been unable to fully discharge an element of the contract.

2. Background

The majority, of students at the College fund themselves and currently, none access student loans from the SLC. However, this may not always be the case. Refund and compensation policies for students paying their own tuition fees will differ from students who are funded by the Student Loan Company (SLC). The policy will be placed on the College website to ensure it is also in the public domain. If at a future time, some students access the SLC for loans, the policy will be reviewed and amended, to take on board the new requirement.

On the whole when a student enters a programme of study at the College, they pay tuition fees direct to the College. In the unlikely event of the student:

- a) never attending the College, or
- b) the College ceasing to trade, or
- c) a programme never running,

the College may return the funds in full. If an applicant withdraws their application prior to registration a £500 Admin fee will be deducted before any refund is made. The difficulty arises when students through no fault of their own have to leave part way through a programme and determining the proportion of the fee refunded can be somewhat equivocal. This policy aims to eradicate this uncertainty.

3. Refund of Tuition Fees

Any refund of tuition fees and/or reduction in tuition fee liability or compensation is at the discretion of CoMD, albeit in line with policy. Any other outstanding debt owing to the College by the student may be subtracted from any refund of fees. In accordance with the Consumer Protection Regulatory Act 2014, this does not include monies owing to the College for non-academic matters. The calculation of any refund, which may be



due will be based upon the amount of tuition the student has already received within an academic year coupled with the reason for the termination of the contract.

The College will apply the following rules:

Withdrawal timeframe	Fee liability
Withdrawal within TWO WEEKS of the start of semester (for new starters)	No fee (After admin charge)
After two semesters	Full fee liability for the semester

Full fee liability if the student withdraws during the semester regardless of how many weeks of study. If the student withdraws prior to the beginning of a new semester, there is no further fee liability.

- a) In the case of students who have left their programme of study refunds will only be made when procedures have been correctly followed and the student is recorded as withdrawn in the College's student record system. Retrospective or backdated withdrawals will be verified against College attendance records.
- b) Where tuition fees are partly or wholly paid by a third party e.g. SLC, the refund rules will be superseded by any relevant arrangement agreed by the College concerning the student and the third party
- c) All refunds will only be made to the student, person or financial institution that originally paid the fee.
- d) Consideration may be given to the provision of a refund under exceptional mitigating circumstances **(See: Exceptional Circumstances)** such as bereavement or serious medical condition (where evidence can be provided). Academic and financial reasons will not normally be accepted as reasons to refund.
- e) Complaints about refund decisions must be made in writing to the Dean.

Where the student has funded their own study the fees or part-fees, whichever is appropriate will be refunded to the student.

The fee or proportion of the fee is nonrefundable except in the following circumstances:

- a) If the College cancels the programme for which the applicant has accepted an offer.
- b) An applicant withdraws from the programme or requests a refund within 14 days of receipt of payment under the Consumer Protection Regulations 2014.
- c) Where a student holds a conditional offer; the fee has been paid and the student fails to meet the condition. A £500 Admin charge will be deducted.
- d) Where the student has been refused a visa.



3.1. Payment of Refunds

- There is a 4 week processing time from requesting a refund, for the College to action it, if agreed.
- All refunds will be calculated in UK sterling.
- Documentary evidence must be provided before any refund of personal contributions (if applicable).

3.2. Exceptional Circumstances

Refunds in full or part, *may* be made in exceptional circumstances. For example:

- a) a serious illness;
- b) a death in the immediate family;
- c) the death of the student;
- d) a serious breach of contract on the part of the College;
- e) the impact of natural disaster or
- f) civil disruption. In all these cases proof of documentary evidence must be provided. NB: The College reserves the right to treat each case on its merits when deciding if refunds in part or whole are to be made.

4. Award of compensation

The award of compensation is more difficult to qualify as there is potentially a qualitative decision to make and it is a discretionary decision based on the individual facts of each case. Thus, the possibilities for potential compensation can only be stated by examples. These are not exhaustive and the level of compensation to be awarded (if any) will be decided on a case-by-case basis. Examples might include:

- a) compensation for continuous poor teaching over the semester;
- b) non-delivery of a contracted module or
- c) non-delivery of a more substantial part of the programme.

The student will seek compensation of this nature through the CoMD Complaints and Appeals Policy and the College will determine if any compensation is payable and the amount to be paid.

4.1. Refund process for tuition fees or compensation

Requests for tuition fee refund or any compensation should be made by emailing the Dean (Professor Maher Almasri) or Finance Director (Mr Paul Jennings) with full details including student/application number in all correspondence.



5. Monitoring

The Refund and Compensation Policy will be monitored by the Senior Leadership Team (SLT) producing an Annual Report to be presented to the Board of Governance.

6. Communication

The Refunds and Compensation Policy is available on the staff intranet and student virtual learning environments and for the prospective students, it is included as terms and conditions (student contract) in the offer letter.