



## HE07 – Higher Education (HE) Compensation & Refund Policy

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|-----------------------|---------------------|----------------------|---------------------|
| <b>Policy Author:</b> | Director of Finance | <b>Policy Owner:</b> | Director of Finance |
| <b>Approval Date:</b> | March 2021          | <b>Review Date:</b>  | March 2022          |

### **Purpose of the Policy**

Our Student Contract explains that, in exceptional circumstances, it may be necessary for the College to revise the content or delivery of programmes or discontinue or suspend programmes, often in circumstances outside our control.

It is possible we may also cancel a programme before it starts when we judge that it will not be viable for academic, regulatory, legal, commercial, financial or other reasons. This policy would only apply in these circumstances if a student has applied for a place on a course we have had to cancel and they have accepted an offer to study on that course with the College.

These instances are very rare: we work hard to anticipate any changes to our provision so as to minimise disruption to students and to enable them to complete their studies as intended. We explain how we will do this in our HE Student Protection Plan. However, after exploring all possible options, there may be occasions where it is not possible for us to preserve the continuation of study or, even if study can continue it will be significantly disrupted.

In these cases, students may be eligible for a refund of fees and other payments made to the College, in full or in part, and/or compensation for other losses they have incurred.

The College does not accept any liability for any consequential or other economic loss (including loss of profits, loss of goodwill or loss of opportunity) resulting from any of the matters covered by this policy. Only foreseeable loss will be covered by the College.



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## 1. Policy Statement

- 1.1. This policy should be read in conjunction with our HE Student Contract and HE Student Protection Plan.
- 1.2. In the event of any conflict between this policy and the HE Student Contract and/or Plan then the HE Student Contract shall take priority, then the Student Protection Plan and then this policy.
- 1.3. This Policy will be considered annually. The HE Compensation and Refund Policy will be made available to all students and prospective students via the College website <https://www.weymouth.ac.uk/level-of-study/university-level/>.
- 1.4. We will review this policy at least annually and update and amend as required. We also reserve the right to amend this policy from time to time based on legal or regulatory change affecting you or us or best practice in the higher education sector.
- 1.5. This policy does not cover instances where students may be considering withdrawing from or interrupting their studies for personal reasons. Students thinking about this, should get in contact with their programme leader and seek advice - just talking to someone may be enough to put them back on track. Students choose to interrupt study or withdraw for a variety of reasons and we may be able to help.

## 2. Policy Objectives

- 2.1. Sometimes the College will make proposals for refund or compensation to students when any of the matters mentioned above arise. If the College does not make proposals or the student does not consider the proposals for refund or compensation to be acceptable then they should use the College's HE Student Complaints Procedure. This policy will be considered by the College in relation to any complaint it receives.

## 3. Policy

- 3.1. We will consider eligibility for refund and/or compensation on a case by case basis and will take into account factors including (but not limited to):
  - the scale and impact of the matters affecting the student;
  - travel or accommodation costs where a student has to transfer to another provider;
  - maintenance costs (e.g. childcare if student contact sessions have to be delivered at times outside the normal College teaching day/week);
  - what mitigation we have put in place that the student may or may not have taken advantage of – including the provisions set out in the HE Student Protection Plan;
  - how much of the programme the student has completed;
  - what is reasonable in all of the circumstances.
- 3.2. Eligibility for refund and/or compensation, and the amounts to be awarded, will be considered by the Senior Leadership Team. In some cases, we will establish set rates for compensation of accommodation or travel costs, which will be applied automatically to all affected students. We will explain clearly how we have calculated these set rates. In other cases, we may ask students to provide



evidence of costs which they have incurred for which they are seeking compensation. Students will be advised about what will happen and what they will need to do at the appropriate time.

- 3.3. If the student is unhappy with the action the College has taken to deal with issues of refund and compensation and in particular disruption to or cessation of their study, then they may use the College’s Student Complaints Procedure to raise their concerns.
- 3.4. The College anticipates the above procedure will satisfactorily resolve the students’ problem. Very occasionally this may not be the case; in this instance, students are able to ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their complaint and the way in which it has been handled by the College.
- 3.5. Students can only refer their complaint to the OIA when they have exhausted the College’s complaints procedure.

#### 4. Responsibility

##### 4.1. Director of Finance

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|---|---|---------------------------|---|
| <b>Definitions:</b>   | None  | <b>Who Needs to Know?</b> | <ul style="list-style-type: none"> <li>• All College HE staff</li> <li>• HE Students</li> </ul> |
| <b>Related Policies and Procedures:</b>   | <ul style="list-style-type: none"> <li>• HE Student Contract</li> <li>• Student Protection Plan</li> <li>• HE Student Complaints Policy</li> <li>• Fees Policy</li> </ul> | <b>Approval Date:</b>     | March 2021  |
| <p><b>This policy was approved and adopted by:</b></p> <p><i>Julia Howe</i></p> <p><b>Julia Howe</b><br/><b>Interim Principal</b></p> |   |                           |   |