

Christ the Redeemer College

Refund and Compensation Policy 2018/19

1. Introduction

A student may be eligible for a refund if they have overpaid their tuition fees or their tuition fees have been reduced. Revised fees may be applicable in the following circumstances: withdrawing from a programme, suspending studies (deferral), change in mode of study (full time to part time or vice versa), eligibility for a tuition fee discount, bursary, scholarship and/or tuition fee waiver, or the student has changed from self-funded to being funded by Student Finance England or a sponsor (e.g. employer).

2. Course Fees Calculation

The course fee is calculated as a single payment which is normally the full price of the course for the academic year. The course fee will usually be due on the first day of enrolment. The course fee includes fees for registration, tuition, assessment/examination, and re-assessment. There is a non-refundable application fee payable due when the application form is submitted. There will also be an end of graduation fee to pay at the end of the programme for students wishing to attend the graduation ceremony.

3. Refund to Source of Funding

A refund can only be calculated once a withdrawal request is approved and communicated to the student which occurs following the completion of the necessary withdrawal process. Fees shall be refunded to the person or organization paying the fees and not to any third party. They will be paid by the same method and to the same account as the money was originally paid to CRC. This is in order to comply with money laundering regulations, and no exceptions can be made. The refund form must be completed to apply for a refund in all cases.

4. Relevant Dates

The enrolment date is normally determined by the term start date in the offer letter. The date of withdrawal will be the date at which a completed withdrawal form is authorized by the Administration Office. It is the student's responsibility to formally notify the College of their withdrawal at the point at which they leave the course by completing the withdrawal form.

5. Total Withdrawal

The College's admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Once a student has accepted the offer of a place on a University course, they have the right to cancel acceptance by informing the University in writing within 14 calendar days after completing the registration process or 14 calendar days from the official course start date; whichever is later. Cancellation within this period will entitle the student to be refunded any deposit/fees paid. Application fees are not refundable. The College retains the right to charge a proportion of the annual course fee for cancellation after this period as indicated in the table below.

6. Calculation of Refunds

Up to fourteen calendar days before the commencement of the course the fee paid will be refunded in its entirety on request to the College by submission of the form 'Student Refund Request Form' enclosing proof of payment with supporting written evidence where appropriate.

The following table indicates the refunds available to students after 14 days from enrolment:

Liability Point	Amount Charged of Total Fee	Refund if Paid in Advance
Within 14 calendar days from course start date	0%	100%
After 14 calendar days from course start date	25%	75%
Day 1 of second term	50%	50%
Day 1 of third term	100%	0%

7. Temporary Withdrawal or Deferral of Studies

Students who temporarily withdraw from the College are, by definition, expected to return. The fee to be paid for the year in which a student temporarily withdraws will be calculated according to the mechanism set out in the above table. Refunds will not be issued for temporary withdrawals and any resulting credit will remain on the student's account and be carried forward to the following year to count towards further fees charged.

8. Commencement of Study after Deferral

Before returning to the course, it is the student's responsibility to make the necessary arrangements with the College Office including confirming their intended return date. The College Office will then communicate with the Finance department to ensure that the correct fee is charged for the student when returning to study

9. Student Finance England (SFE) Loans

Where the student is supported through the student loan system, the College must receive satisfactory evidence of financial assistance from SFE towards the cost of tuition fees by loan or grant. The student will be liable for fees until the College receives evidence and no refund shall be made to the student until the College has received the appropriate fee from SFE. If SFE loan applications are rejected the student will remain liable for fees.

The College will retain SFE loans as noted in section 6 above for students who are SFE funded and decide to completely withdraw. Any over payment from SFE will be returned to SFE.

For students who are SFE funded and decide to temporarily withdraw or defer, the College will retain SFE loans as noted in 6 above. A temporary withdrawal or deferral assumes a student will return and will therefore be instructed by the College to return at the next available opportunity.

10. Sponsored Students

The College must receive satisfactory evidence of financial assistance from sponsors. Students will be liable for fees until the College receives evidence of funding from sponsors and no refund shall be made to the student until the College has received the appropriate fee from the sponsor. Any overpayments from sponsors will be returned to the sponsor or carried forward to subsequent study on receipt of a formal request in writing from the sponsor. Refunds will be calculated according to

the mechanism set out in section 6 above. It is the student's responsibility to ensure any agreed sponsorship of tuition fees is paid within 30 days of enrolment. In the event that a student's sponsor withdraws sponsorship or does not pay within 30 days, the tuition invoice will be issued directly to the student during the period of enrolment and must be paid within 14 working days.

11. Students who Pay their Own Fees

The tuition invoice will be issued directly to the student during the period of enrolment and must be paid within 14 working days. Any overpayments will be returned to the student or carried forward to subsequent study on receipt of a formal request in writing from the student. Refunds will be calculated according to the mechanism set out in section 6 above.

12. Change of Location of Course Delivery

Where a change to course delivery location becomes necessary and such was not already communicated to students on enrolment, the college will supplement the travel costs from the college to the new location.

13. Student Bursaries

Where approval is made to a student to receive a bursary to cover any part of their course, such commitment will be honoured by the College in accordance with the terms and conditions originally stipulated.

14. Non-Continuation of Study

Where for any reason it has become impossible for the college to continue operating, financial assistance will be provided for the student to enable completion of the term where such an event takes place in addition to the refund policy specified in section 6 above.

15. Transfer of Study

Where there is a cessation of a programme, every effort shall be made by the College to assist the student to complete his/her programme in our validating University at no extra cost to the student. The college is responsible for the arrangement to allow a transfer of studies and meet any costs to the University. In addition, the college will compensate students for tuition and maintenance costs where students have to transfer their course or transfer to another provider.