

Refunds and Compensation

1. The Institute will always seek to put in place mitigating actions to ensure that our students are able to complete the programme on which they are enrolled. The Institute would expect to 'teach out' and, in the very exceptional case of a delivery site closure, the Institute would seek to facilitate the transfer of affected students to another delivery location. The Institute, therefore, expects circumstances where it is not possible to provide continuation of study to be extremely rare.
2. Save for the limited circumstances where a refund may be granted to students who have been granted a leave of absence or who have withdrawn from their studies and have paid fees in advance, the Institute does not operate a specific refunds and compensation policy but will consider the need to award compensation on a case-by-case basis and in line with the Office of the Independent Adjudicator's guidance on distress and inconvenience payments.
3. The circumstances where the Institute could determine to award compensation to students might include:
 - where the Institute considers that there is a legal obligation to do so, for example where the Institute considers it has demonstrably breached its contractual or tortious liabilities;
 - where payment of compensation is recommended to address any distress, inconvenience or other service issues identified as a result of an investigation of student complaints by the Institute;
 - In the event a programme is withdrawn with less than 28 calendar days before its planned start date, we might pay compensation for your evidenced expenses relating to attempts to find an alternative suitable programme at another institution, up to the end of the month of the planned start date of the withdrawn programme;
 - where students have been materially delayed in completing their programme because of an interruption to their studies within the scope of the Institute's *Student Protection Plan* that is within the reasonable control of the Institute, then the Institute will consider claims for other losses (by means of example, lost time claims, or additional maintenance and accommodation costs) on a case-by case-basis; and,
 - where the Institute is not able to teach out a programme:
 - in the event that the Institute withdraws the affected programme at the end of an academic year but before completion of the programme, the Institute will not usually refund any previously paid fees and charges for the programme. This is on the basis that the Institute is able to ensure continuity through the transfer of credits from the Institute to an appropriate

alternative provider or to another suitable programme delivered by the Institute. Any pre-paid fees and charges for elements of the programme not delivered will be refunded. Any further compensation (e.g. in relation to any losses suffered in respect of the transfer to another education provider or lost time) will be decided in accordance with the particular circumstances of the matter, the nature and reasonableness of the loss incurred and any steps to mitigate such loss and the principles set out in paragraph 2 above; or

- in the event that the Institute withdraws the programme during the course of an academic year, if the student does not transfer onto an alternative suitable programme with the Institute or an alternative education provider, the Institute will refund all fees and charges paid for the programme in the academic year in which the programme is withdrawn. Any pre-paid fees and charges for elements of the programme not delivered will also be refunded. Any further compensation (e.g. in relation to any losses suffered in respect of the transfer to another education provider or lost time) will be decided in accordance with the particular circumstances of the matter, the nature and reasonableness of the loss incurred and any steps to mitigate such loss and the principles set out in paragraph 2 above.

4. Tuition fees will be refunded in the same way that they are received. Where fees are paid directly by students, they will be refunded to the student. Where fees are paid by way of a tuition fee loan from the Student Loans Company, they will be refunded to the Student Loans Company. Where tuition fees are paid by a sponsor, they will be refunded to the sponsor.