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COLLEGE

Refund and Compensation Policy

2021-2023

Approved by: Finance & General Committee
Date of approval: 19/04/2021
Effective date: 19/04/2021
Next review date: 19/04/2022

VERSION: 002



1. Purpose

1.1. The purpose of this Policy is to ensure that students are aware of the procedures they have to follow if they become eligible for a refund or compensation. The Policy also sets the eligibility criteria and outlines those circumstances where the students might become eligible for refunds/ compensation.

1.2. Mont Rose College of Management and Sciences (the College) will provide all required information about the course, timetables, location to applicants at the time of enrolment before the start of each academic year. The College plans course programmes well in advance to ensure that there will be no disruption to students.

1.3. Students are advised to refer to the *Student Protection Plan* <https://mrcollege.ac.uk/student-protection-plan/> to understand what measures the College puts in place to ensure course continuity.

1.4. In rare cases, the College may have to make changes (for example- to programme content, campus relocation). If the students concerned are adversely affected by such changes, they may be eligible for a refund of their tuition fees or/ and compensation for any extra costs. In these cases, the College will calculate your refund or your revised continuing fees.

2. Objectives

2.1. The College has an obligation to ensure that it complies with the requirements of the Office of Student (OFS), Designated Quality Body (DQB), Student Loan Company (SLC), the HE Quality Assurance regulator, Pearson, the Office of the Independent Adjudicator (OIA) and other regulators.

2.2. This Policy applies to:

- Students paying the tuition fees themselves
- Students in receipt of tuition fees from the SLC
- Students whose tuition fees are paid by a sponsor

3. Refunds

3.1. Once an unconditional offer of a place at the College has been accepted, and the student starts the course, he/ she becomes liable for the tuition fee payments. For further detail regarding tuition fee liabilities, the student should refer to the *Students Fee Policy* on Mont Rose College's website (<https://mrcollege.ac.uk/mrc-policy/>).

3.2. The College inform prospective or current students about tuition fees through their website and the Student Services department. The fees advertised apply to the stated course start dates. The tuition fees are subject to change. Therefore, if a student defers the start date or restarts study, he/she will generally be charged the tuition fees applicable for the new course.

3.3. If the student or the person who pays the tuition fees on the student's behalf changes their mind regarding continuing the course, they must submit a written withdrawal request to the Admission Manager Mr Jodat Sheikh j.sheikh@mrcollege.ac.uk, **within 14 days from the start of the course**. In this case, the first term's fees will be refunded to the student/ sponsor/ SLC in full within ten working days from the date when the written withdrawal request was received. No further claim is required.

3.4. If the student withdraws/ suspends after 14 days of starting the course, the tuition fee liability will apply as follows:

- Withdrawal/ Suspension in term 1- 25% of an annual tuition fee will be payable.
- Withdrawal/ Suspension in term 2- 50% of an annual tuition fee will be payable (after attending the first class of the 2nd term)
- Withdrawal/ Suspension in term 3-100% of an annual tuition fee will be payable. (after attending the first class of the 3rd term)

3.5. If the student paid full tuition fees in advance, any overpayments would be processed directly (no claim required):

- Withdrawal/Suspension in term 1- 75% refund of an annual tuition fee.

- Withdrawal/Suspension in term 2- 50% refund of an annual tuition fee.
- Withdrawal/Suspension in term 3- 0% refund of an annual tuition fee.

3.6. The refunds will be processed to the original payee:

- To the student, if the student paid the tuition fee.
- To SLC, if the tuition payment was received from SLC.
- To an employer/ parent/ sponsor, if the payment was paid on behalf of a student (Documentary evidence of sponsorship required).
- If tuition fee liability was divided into few payees, then a refund will be processed according to the proportion of initial payments.
- The College follows UK Money Laundering legislation and cannot process cash refunds. The College may reject transactions where is evidence that fraudulent documents were used at any time or if the originality of a transaction cannot be traced.

3.7. If the College decides to close a programme or campus, students will be offered the opportunity to transfer to other campuses or modified programmes. If a suitable alternative cannot be provided, the College will refund the tuition fees paid in full.

3.8. The College will offer automatic refunds if for any reason the College cannot offer a course on the advertised start date; or if the College withdraws the programme after the start date.

3.9 Cases based on academic and financial difficulties are not generally regarded as acceptable reasons for any refund or reduction in fee liability. The refunds will be processed only in exceptional circumstances, which would be a matter of discretion and fairness.

3.10. Tuition fees will not be refunded if the programme's closure is due to a force majeure beyond the College's control (e.g. (But without limitation) flood, epidemic diseases, war etc.)

3.11. If a student leaves the course voluntarily or has been suspended before the date of a change (e.g. programme closure), they will not be eligible for a refund.

3.12. No refunds will be made for payments made for learning materials or third parties on the student's behalf (e.g. registration fees, materials, printings).

3.13. If the student believes that he/ she is eligible for a refund (excluding automatic refunds as per paragraph 3.3 (written request of withdrawal within 14 days is required)). In that case, he/ she should refer to the Student Complaints Policy & Procedures (<https://mrcollege.ac.uk/mrc-policy/>) and submit a claim. The claim will be reviewed according to the College's policies and procedures. If a decision is made to refund the tuition fees to a student, the refund will be processed in UK Sterling within ten working days of a decision being made. Any refunds will be processed as per clause 3.6.

3.14. If a student has debt, the College has a right to deduct it from any refund due.

4. Compensation

4.1. The College will prioritise ensuring that all courses offered are delivered as initially described and advertised. In some cases, the College may choose to provide students with a goodwill gesture or an apology if the course was delivered differently than initially stated.

4.2. A student may be eligible for compensation if, as a result of the College's decisions, the student has to transfer to another campus/ provider, resulting in increased travelling, maintenance or other costs.

4.3. The affected students will be offered the opportunity to apply for compensation after the change takes place. The College will take into account different student needs and tailor compensation accordingly. Following the OIA (Office of the Independent Adjudicator) guidance, the College will guarantee that the settlement brings the student to the position, where they would be if an issue did not happen. The College would not compensate for general living expenses as they would incur whether students were studying or not.

4.4. The students will have to prove the material extent of any financial disadvantage (e.g. lost time, increased costs) incurred as a result of any change (e.g. it is not possible to continue the course; transfer arrangements to other courses or providers had to be arranged; material parts of the courses were not delivered). For future details regarding student protection processes in place at Mont Rose College, the students are advised to refer to the Student Protection Plan <https://mrcollege.ac.uk/student-protection-plan/>

4.5. If students are notified before enrolment to their programmes that the College will be relocating or planning to relocate, they will not be eligible for compensation by accepting these conditions.

4.6. After assessing the student's claim (if found valid), the compensation amount and the compensation release plan will be decided and conveyed to the student.

4.7. If the student is unhappy with the College's decision regarding compensation, he/ she can request a review of the decision. Any complaints about Refund and Compensation Policy should be submitted following the College's complaint procedures available at <https://mrcollege.ac.uk/mrc-policy/>. If students are not satisfied with the complaint outcome, they can continue with the issue by contacting the Independent Adjudicator's Office at <http://www.oiahe.org.uk/>.

4.8. Any compensation will be paid directly to the affected student's account.

4.9. If a student has any queries regarding the release of compensation funds, he /she should send a query to accounts@mrcollege.ac.uk.

5. Links

The following College's documents related to this Policy are available on <https://mrcollege.ac.uk/mrc-policy/>

- Students' Fee Policy
- Student Complaints Policy & Procedures
- Academic Appeal Policy and Admissions Policy
- Equality and Diversity Policy & Procedures

<https://mrcollege.ac.uk/student-protection-plan/>

- Student Protection Plan

6. Consultation

Student Union and the Student Representative Committee.

Review frequency- annually