



Higher Education Refund and Compensation Policy (Non-Continuation of Study)

2018- 2019

Reviewed by: **Janet Smith - Borough Principal**

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Approval Committee: **Higher Education Committee**

1. General Policy Statement

New City College (the College) has developed this policy setting out the circumstances in which the College will refund tuition fees and other relevant costs to students and provide compensation where necessary if the College is unable to provide continuation of study for one or more students on its higher education programmes. The risk that this may occur has been assessed, through the Student Protection Plan, as unlikely. However, if it were to occur then any affected students should receive a refund of fees and appropriate compensation.

This policy covers programmes that the College has terminated or intends to terminate and does not include changes or termination of programmes where all registered students would have been expected to have completed their programme by the termination date.

Refund and compensation plans will be based on the relevant guidance published by the [Office for Students](#) and/or the [Office of the Independent Adjudicator for Higher Education](#).

1.1. On Programme Termination

A programme termination is defined as a termination when the College has to terminate a programme before the expected programme end date. If this was to occur the College will communicate with all affected students individually and the will:

- ensure students receive a Pearson unit certificate of achievement which recognises achievement to date.
- provide the Pearson student registration number, which would support possible continuation at another provider;
- offer students advice and guidance on transfer to another College programme or transfer to a suitable alternative provider to complete their programme of study;
- create a student specific refund and compensation plan that includes a refund of tuition fees and compensation in respect of additional costs reasonably incurred by students as a result of programme termination or change of programme;
- ensure that any student who receives a bursary and would have continued to receive the bursary had the programme not been terminated receives the remainder of that bursary whether the student transfers to another College programme, or to the same programme at an alternative provider.

1.2. Refund

Refund includes:

- tuition fee loan from the Student Loans Company
- tuition fee paid by the student;
- tuition fee paid by a sponsor;
- travel costs as a result of relocation

1.3. Compensation

Compensation includes:

- maintenance costs;
- lost time;
- additional tuition costs;

- travel costs as a result of relocation.

1.4. Payments

Refunds will be made to the account holder's bank (or other financial institution) that originally paid the tuition fee (Student Loans Company, sponsor or student). Refunds will not be paid in cash.

1.5. General

This Refund and Compensation Policy is linked to the College's Student Protection Plan. Any queries regarding the application of this policy should be addressed to Higher.Education@NCCLondon.ac.uk