



WAVERLEY ABBEY
COLLEGE

Refund and Compensation Policy

Produced: June 2022

Review Date: May 2025

Next review date:

Waverley Abbey Trust is a Trading Name of CWR. CWR is a Limited Company and Registered Charity in England and Wales whose Company Number is 1990308 and Registered Charity Number is 294387. The Registered Office of CWR is at Waverley Abbey House, Waverley Lane, Farnham, Surrey, GU9 8EP, UK.

Refund and Compensation Policy

Contents

	Page
1 Introduction	3
2 Student Refund and Compensation Policy	3
2.1 Purpose	3
2.2 Process	3
3 Key Definitions	4
4 Regulatory Framework	4
5 Complaints	4
6 Claims for Refunds and Compensation	5
7 Change in Location	5
8 Closure of the College or Closure of a Programme	6
9 Programme Fee Refunds	6
10 Student Loan Payments	6
11 Scholarships and Bursaries	6

1. Introduction

This policy explains how the College manages refunds and compensation. The policy is underpinned by our *Statement of Vision, Mission and Values* which is available on the College website, www.waverleyabbeycollege.ac.uk and within the policy documents handbook. This policy should be read and understood in the context of that statement.

The primary aim of this document is to assist Waverley Abbey College in its goal of delivering an exceptional student experience in all aspects of the student's relationship with the College and so, in turn, help deliver the vision and mission of the College.

The College welcomes the opportunity to correct mistakes, clarify misunderstandings and respond positively and constructively on any occasion when a student feels the need to express dissatisfaction with a particular service or other aspect of the College's provision.

2. Student Refund and Compensation Policy

2.1 Purpose

This Policy will apply under the following circumstances:

- A student has submitted an application through the Student Complaints and Appeals Procedure;
- A student is seeking compensation for accommodation and maintenance costs and lost time where it is not possible to preserve continuation of study;
- A student is seeking compensation for tuition and accommodation costs where a student has to transfer courses or provider.

And covers:

- Refunds for students who pay their own tuition fees;
- Refunds for students whose tuition fees are paid by a third party, for example, a sponsor or Student Finance England;
- Payment of additional travel costs for students affected by a change in the location of their course;
- Commitments to honour student bursaries

2.2 Process

The College is committed to ensuring that all students have the opportunity to complete their programme and to receive the appropriate learning opportunities set out as part of the programme offer. Students are encouraged to inform us where there is any cause for concern. The Student Complaints and Appeals procedure exists to enable students to make complaints about such concerns.

Specific arrangements for circumstances relating to students affected by a change in location, a change in programme or provider, or withdrawal of a programme, are set out below (section 6-9). If a student believes that this process has not been followed, they should in the first instance follow the College's Student Complaints and Appeals Policy, which can be found Moodle.

3. Key Definitions

For the purpose of this policy, the following definitions apply:

A **refund** relates to the repayment of sums paid by a student to the College or a reduction in an appropriate amount of sums owed in future by the student to the College. This could include tuition fees, and other course costs.

Compensation will relate to some other recognisable loss suffered by the student. This normally falls into two categories, either: (a) recompensing the student for wasted out-of-pocket expenses they have incurred which were paid to someone other than the College (such as travel costs) or (b) the amount needed to put the student in the position they would have been in had the College fully discharged its duties.

4. Regulatory Framework

4.1 This policy is written in recognition of the following regulatory framework:

- Statutory responsibilities
 - Consumer Rights Act 2015 (CRA)
 - Competition and Markets Authority 2015 (CMA)
 - Higher Education and Research Act 2017 (HERA)
- Registration with the Office for Students
- Sector-wide responsibilities
 - Office of the Independent Adjudicator for Higher Education scheme rules
 - Quality Assurance Agency for Higher Education Quality Code
- Institutional responsibilities
 - College policies and our validating university regulations.

5. Complaints

In accordance with the UK Quality Code, the College is committed to ensuring that its complaints procedures are fair, effective and timely. In this spirit it is anticipated that the majority of student complaints will be resolved as early as possible through informal dialogue between staff and students at a local level and to the satisfaction of the parties

involved. For further details see the College's student Complaints and Appeals Policy (available on Moodle).

6. Claims for Refunds and Compensation

6.1 The College is committed to ensuring that all students have the opportunity to complete their programme of study. The College will consult with students to ensure that alternative arrangements provide fair and acceptable options. However, if a student believes that their individual circumstances have not been fully taken into account, and the College has failed to deliver the appropriate learning opportunity, they should in the first instance, follow the College Complaints and Appeals procedures. Claims for compensation will not be considered until the outcome of the complaints or student appeals procedure is known.

6.2 The College is committed to ensuring that there is consistency in approach and that students are treated equally. Compensation may be considered as the most appropriate resolution although for the avoidance of doubt this will be payable in cases of material failure by the College and where there has been a demonstrable loss to the student (e.g. has the student been able to achieve the learning outcomes for their course?) Consideration will be given to whether any alternative arrangements mitigated the loss experienced by the student. In all cases the student will be required to provide evidence of the loss suffered.

6.3 The focus in such cases will be to ensure that students receive the education that they are entitled to expect based on their contract and the college's priority is to ensure that students receive the contracted College experience. Although financial compensation is an option, any consideration of compensation or refund would consider alternatives (e.g. non-financial redress). Such alternatives may be an apology or goodwill gesture or the offer of alternative learning methods where the course cannot be delivered in the way it was originally intended where this is considered more appropriate.

7. Change in Location

7.1 Students studying on a programme at the College who are required to attend lectures or practical teaching at a location different to their main base, may be entitled to claim travel expenses for travel to a location which is not at their main base.

7.2 Students can claim for the actual costs that they incur, but the amount they will actually be paid will be calculated according to the difference in the cost between

travelling to their main base and to their alternative placement, lecture or training session.

8. Closure of the College or Closure of a Programme

- 8.1 In the event that the College closes or withdraws a programme on which students are currently registered, the College is committed to preserving continuation of study to enable all students to complete their programme. In the unlikely event of this occurring the College would implement its Student Protection Plan, which can be located at www.waverleyabbeycollege.ac.uk. The Student Protection Plan outlines the agreement between the College and the validating Partner and includes a contingency plan to ensure that students can continue their programme of study and achieve their intended award.
- 8.2 In the event that no alternative arrangements can be made, the College will refund tuition fees based on the proportion of completed study time and according to the arrangements set out in section 9.

9. Programme Fee Refunds

Students have a right to cancel their programme after accepting their offer. However, it is important that students are aware of the financial implications of withdrawing during the course of the academic year. Notice must be given in writing of a decision to cancel. Withdrawal deadlines and conditions under which Programme Fees may be refunded can be found in the Terms and Conditions of Enrolment (www.waverleyabbeycollege.ac.uk) and on Moodle. The College will make reimbursements using the same means of payment as the student used for the initial transaction, unless the student has expressly agreed with the College otherwise.

Any costs or fees owing to the College, including but not limited to, tuition fees and library book loans etc. which the student failed to pay, will be deducted from the refund.

10. Student Loan Payments

In the event of closure of the College or a programme, and where no alternative arrangements can be made, the College will refund the student loan based on the proportion of completed study time and according to the arrangements set out in section 9, thereby reducing the value of the loan.

11. Scholarships and Bursaries

The College offers a scholarship, which cover all or part of a student's fees, and bursaries which cover part of a student's fees. Scholarships and bursaries are divided into three payments which are applied at the start of each term.

The terms of a scholarship or bursary award require the student to repay an award in the event that the student decides to exit a programme during the academic year. The terms of the awards can be found on Moodle or by emailing registry@waverelyabbeycollege.ac.uk.