



# London College of Business Studies

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## Refund and Compensation Policy

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**Next Review Due: September 2022**

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## **Purpose**

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

London College of Business Studies (the College) will provide all required information about the course, timetables, location to applicants at the time of enrolment and prior to the start of their studies. The College plans course programmes well in advance to ensure that there will be no disruption to students.

In very rare cases the College may have to make changes (as 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 incurred. Student will, however, be informed of the possibility of a relocation to a different address before accepting the admission offer at the College and will be allowed to make up their mind based on the likely relocation.

## **Objectives**

The College has an obligation to ensure that it complies with the requirements of the Office for Students (OFS), Student Loan Company (SLC and other regulatory bodies

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.

## **Refunds**

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 details regarding tuition fee liabilities, the student should refer to the Fee Policy on College's website.

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 withdrawal request to the administration department within 14 days from the start of the course. In this case the fees paid for the first term will be refunded to the student/sponsor/SLC in full within 10 working days from the date, withdrawal request was received. No further claim is required.

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: Additional, 25% of an annual tuition fee will be payable.
- Withdrawal/Suspension in Term 3: 100% of an annual tuition fee will be payable. (after attending the first class of the 3rd term).

If the student paid full tuition fees in advance, any overpayments will 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.

The refunds will be paid:

- To the student, if the tuition fee was paid by the student.
- To SLC, if the payment for tuition was received from SLC.
- To an employer/parent/ sponsor, if the payment was paid on behalf of a student.

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 the learner decides to decline the offer to join the new course then any fee paid will be refunded. In the event of a difference of fees between the former and the new course, the difference will be paid or refunded accordingly.

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.)

If a student has been suspended or expelled they will not be eligible for a refund of fees paid.

No refunds will be made for payments made for learning materials or to third parties on the student's behalf (e.g. registration fees; materials, printings). No interest is paid on a refund of any fees/deposit.

Despite the above information, if a student still believes that he/she is eligible for a refund (excluding automatic refunds as per withdrawal within 14 days of start of the course), he/she should contact College's administration department to discuss this or use the Complaint's Policy available on the website. 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 within 10 working days of a decision being made.

## **Compensation**

- The College will make it a priority to ensure that all courses offered are delivered as initially described and advertised.
- In case of discontinuation of studies midway of a programme, the College will endeavour to support learners in obtaining an exit award or claim part certification. The College will also assist in transfers to suitable alternative providers with a similar provision.
- The College will assist the learners through welfare and support in order to cause minimal distress to learners as a result of such events.

- A student may be eligible for compensation if, as a result of College's decisions, the student has to transfer to another campus/ provider, resulting in increased travelling, maintenance or other costs. (This will exclude students who have accepted the offer after being made aware of the likely relocation)
- The affected students will be offered the opportunity to apply for compensation after the change takes place.
- The students will have to prove the material extent of any financial disadvantage (lost time, increased costs) incurred as a result of any change.
- If students are notified prior to enrolment to their programmes that the College will be relocating or planning to relocate, by accepting these conditions such students will not be eligible for compensation.
- 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.
- If the student is unhappy with the College's decision regarding compensation, he/she can request a review of the decision. If the student is still not happy, he/she can refer to the College's complaints policy available on the website.
- Any compensation will be paid directly to the affected student's account.
- If a student has any queries regarding the release of compensation funds, he /she should send a query to [info@lcbs.co.uk](mailto:info@lcbs.co.uk)