

Rose Bruford College Refund Policy Regarding Tuition Fees and Other Relevant Costs, 2018-19

This Refund Policy Regarding Tuition Fees and Other Relevant Costs applies to students who are in Full-time or Part-time attendance (including Online Learners). It applies to students in receipt of student loans, those who pay their own tuition fees, and students whose fees are paid by sponsors.

If you are considering, or have decided to take leave of absence, withdraw entirely or transfer to another higher education provider, you will need to know how this will affect your tuition fees. This policy provides essential information on tuition fee refunds. You should also ensure you complete the refund form, sign and submit to the Director of Finance promptly.

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

Compensation will relate to some other recognisable loss suffered by a 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 or b.) an amount to recompense for material disadvantage to the student arising from a failure by the College to discharge its duties appropriately.

The College would generally expect a student to have been through the institution's internal complaints procedure before making any application for compensation. The College's complaints procedure can be found here:

<https://vle.bruford.ac.uk/mod/folder/view.php?id=54624>

1. Grounds for Refunds

a) Tuition fees will be refunded in the following instances:

- **Student withdrawal from the course** (either by the student or initiated by the College).
- **Interruption of studies**, except in cases where your period of leave of absence ends in the same academic year. For more information, please see the College's Interruption of Study policy.
- **Transfer from a Masters qualification to a Diploma or Certificate qualification**, except where:
 - I. the transfer is the result of a failure to progress on the higher qualification;
 - II. academic services (teaching/supervision) for the higher award have been received. Please contact the Registrar for advice.

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b) Tuition fees will not be refunded in the following instances:

- **The withdrawal from a unit or module does not of itself constitute grounds for a refund.** Tuition fees typically cover the annual provision of teaching, academic support and other services in respect of 120 credits for undergraduate students (total number of credits taken by undergraduate students each academic year) and 180 credits for postgraduate taught students (total number of credits taken by postgraduate taught students each academic session). Whilst there may be occasions when students may not be able to access some modules, the total number of credits will remain unaffected and therefore no refund will apply. If you think you may be entitled to a tuition fee refund, please contact the Finance Office. (For part-time students, please see particularly the relevant part of section 2.)
- **Transfer or downgrade from a Masters qualification to a Diploma or Certificate qualification** **where:**
 - I. the transfer or downgrade is the result of a failure to progress on the higher qualification;
 - II. academic services (teaching/supervision) for the higher award have been received. Please contact the Registrar for advice.

2. How Refunds are Calculated

The following tables set out how the College calculates refunds.

For students first enrolling in August/September/October 2019			
Category of student	Withdrawal dates	Liability	Refund
Full -time Home/EU and international, undergraduate and postgraduate	Until 18 October 2018	0% of tuition fees	Full refund
	Between 9 October 2018 to 1 January 2019	25% of tuition fees	Where payment made by student. Payment less 25% of full tuition fees

For students first enrolling in August/September/October 2019

Category of student	Withdrawal dates	Liability	Refund
	Between 2 January 2019 and 15 April 2019	50% of tuition fees	Where payment made by student. Payment less 50% of full tuition fees.
	On or after the 16 April 2019	100% of tuition fees	No refund

For students first enrolling in January 2019:

Category of student	Withdrawal dates	Liability	Refund
	Until 4 February 2019	0% of tuition fees	Full refund
Full-time, Home/EU and international, undergraduate and postgraduate	Between 5 February 2019 and 20 April 2019	25% of tuition fees	Where payment made by student. Payment less 25% of full tuition fees.
	Between 21 April 2019 and 25 May 2019	50% of tuition fees	Where payment made by student. Payment less 50% of full tuition fees.
	On or after the 26 May 2019	100% of tuition fees	No refund

Please note that:

- SLC-funded Undergraduate students, SLC Postgraduate Loan students and other sponsored students should be aware that the College will notify instances of leave of absence and course withdrawal, alongside with changes in fees to Student Finance England or the equivalent funding body;
- SLC-funded Undergraduate students who change their course part-way through an academic year should contact the Finance Office for advice on how this will affect their fees.

For part-time students, liability extends to 0% of module fees within the first two weeks of the module's start date. Thereafter, students are liable for 100% of the cost of the module

3. Compensation for other relevant costs

- *The payment of additional travel costs for students affected by a change in the location of their course.*

The College will pay additional travel costs for students affected by an unpublished change in the location of the course/programme if the change of location takes place within the current academic year in which the student is studying. Where this is the case, payment will be made based upon the mileage from the previous home campus of the student concerned and will apply until the end of the teaching period within the current academic year.

- *Commitments to honour student bursaries.*

Where externally-funded bursaries are withdrawn as a consequence of unexpected external factors, the College will honour the bursary until the end of the current academic year.

- *Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.*

Compensation for maintenance costs and lost time will only be paid with regard to credits studied which cannot be certificated by the College and will be paid on a pro rata basis.

- *Compensation for tuition and maintenance costs where students have to transfer courses or provider*

Compensation for tuition and maintenance costs where students have to transfer course or provider will be undertaken in situations where it is clear that the student has suffered loss and the College is deemed responsible for the transfer requirement.

4. How Refunds are Applied

If fees were paid by debit or credit card or a direct bank transfer, the refund will be made to the same account.

The method of refund will be determined by the amount of tuition fees paid and owed up to the point of application. Therefore, subject to individual circumstances, a refund can be:

- a direct refund of tuition fees already paid

- a reduction in the tuition fees due
- a tuition fee debt reduction.

If you change your degree course, or if there is any other kind of interruption to your studies, and you need to know how this Policy will affect you, please contact the College's Finance Office.