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| Process for: STU1h | Refund and compensation for students enrolled on and studying higher education courses |
| Process owner: | Deputy Principal Finance and Resources |
| To ensure that: | Students enrolled on and studying higher education courses are fairly and appropriately refunded and/or compensated |
| Which applies to: | Students enrolled on and studying higher education courses regulated by the Office for Students |
| Monitoring and evaluation: | Deputy Principal Finance and Resources |

1.0 Policy scope

This policy sets out the terms of financial compensation that the College will consider paying to students who are affected by the withdrawal of a programme of study by the College. This policy sets out the terms for this.

This policy only applies to situations where the College is ceasing to deliver an academic programme of study before registered students of that programme have completed their studies. The College will always aim to teach students to the end of their programme even when a decision has been taken to close an academic programme and to cease admissions to it. This policy will only apply where the College determines that it is not possible to teach a student through to the end of their academic programme.

This policy covers all students enrolled on and studying higher education courses at the College that are subject to regulation by the Office for Students. It covers: students in receipt of a tuition fee loan from the Student Loans Company; students who pay their own tuition fees; and students whose tuition fees are paid by a sponsor. In all cases, tuition fees and other costs will only be refunded to the original fee-payer/sponsor (whether Student Loans Company, individual student or sponsor of a student).

In the unlikely event of the College not being able to 'teach out' students on a programme that is being discontinued, students will be offered the opportunity to transfer to another programme at the College. Where there is not a suitable alternative programme at the College, the College will consider supporting students to transfer to a suitable programme at another UK college.

The policy will be reviewed on an annual basis.

2.0 Tuition fees

2.1 Programme discontinuation resulting in student withdrawal

In the unlikely event that the College should not be able to "teach out" current students on a discontinued programme of study, students (or their sponsor or the Student Loans Company) will be offered a refund of any fee payments made towards that programme of study in the year of the discontinuation, when the student is required to withdraw from the College as a result of the programme discontinuation. The refund of fees will only apply to tuition fee costs incurred in the year in which the academic programme ceases to be offered.

2.2 Programme discontinuation resulting in student transferring to an alternative programme at this College

Where a programme is discontinued and students transfer to an alternative programme of study at this College with tuition fees different from the original course, the College will charge students the lower of the two fees for their continuing studies. Where the fees of the new programme are less than those of the discontinued programme, the College will refund or adjust future fees already paid fairly. If a student is transferring to an alternative programme at this College following discontinuation of their original programme but suffers a disrupted year as a result (i.e. not able to complete that year's programme of

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| Date Reviewed: | Date Impact Assessed: Sep 2018 | Date Review Due: Sep 2020 |
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study due to discontinuation of provision and that year of study will not count towards completion of the new degree), any tuition fees already paid for the affected year will be refunded.

2.3 Programme discontinuation resulting in student transferring to an alternative programme at this College with a change of location

Where a programme is discontinued and students accept an alternative programme of study at the College which is delivered at a location substantially removed/distant from the location of the original course, the College will provide students with adequate compensation in respect of additional travel costs that are incurred as a result of transferring programme.

2.4 Programme discontinuation resulting in student transferring to an alternative programme at another UK provider

Where a programme is discontinued and students transfer to an alternative programme of study at another provider, the College will utilise student transfer arrangements to enable a transfer to the new provider. Where the transfer involves students receiving 'credit' at the receiving provider, through an approved prior learning mechanism for study undertaken at Basingstoke College of Technology (BCoT), no refund will be offered in relation to the elements of study which count towards that credit. Refunds of tuition fees incurred at BCoT will be provided in respect of elements of study which do not receive credit for future study at a receiving provider.

Where the transfer to another provider involves a disrupted semester or year of study that does not count towards the new degree, the College will refund the tuition fees for the disrupted period of study.

3.0 Other costs

3.1 Costs relating to College services

Where a programme is discontinued and a student is required to withdraw as a result, the College will offer students (or their sponsors) a refund on paid-for future College services, such as food catering services, sports centre membership and society memberships.

3.2 Accommodation costs

Where a student is locked into an accommodation contract in expectation of continuing study at the College and is forced to withdraw or transfer before the end of the contract due to discontinuation of provision, the College will offer compensation, if the student is moving out of the accommodation, for the costs that the student has incurred from the date of moving out to the end of the accommodation contract or the end of the academic year, whichever is sooner.

3.3 Student bursaries

Where a student is in receipt of a College bursary and is forced to withdraw due to discontinuation of provision, the College will maintain the bursary to the end of the semester in which the withdrawal occurs, recognising that the student will not have had opportunity to make alternative provision for living costs.

3.4 Maintenance costs

Where a student has to withdraw from the College due to discontinuation of provision without being able to complete the year of study, consideration will also be given to providing compensation of maintenance costs incurred in the year of the withdrawal. Eligible maintenance costs would include travel costs, the cost of academic materials, accommodation and catering costs. The maximum refundable amount for maintenance costs will be aligned with the maximum maintenance loan available from the Student Loans Company in the year of the student withdrawal. Students would be asked to provide evidence of expenditure. The amount of compensation payable would be determined on a case by case basis taking into account the duration of study completed in that year and the circumstances of each student.