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MONT ROSE®
COLLEGE

Refund and Compensation Policy

2023 - 2025

Approved by: Finance and General Committee

Date of approval: 30/03/2023

Effective date: 30/03/2023

Next review date: 30/03/2025

1. Purpose

1.1. This policy aims to ensure that students are aware of the procedures they must follow if they become eligible for a refund or compensation. The policy also sets the eligibility criteria and outlines those circumstances where the students might become eligible for refunds/ compensation.

1.2. Mont Rose College of Management and Sciences (the college) will provide all required information about the course, timetables, and location to applicants at the time of enrolment before the start of each academic year. The college plans course programmes well in advance to ensure that there will be no disruption to studies.

1.3. Students are advised to refer to the Student Protection Plan <https://mrcollege.ac.uk/student-protection-plan/> to understand the college's measures to ensure course continuity.

1.4. In rare cases, the college may have to make changes (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. The college will calculate their refund or revised continuation fee in these cases.

2. Objectives

2.1. The college has an obligation to ensure that it complies with the requirements of the Office for Student (OFS), Designated Quality Body (DQB), Student Loan Company (SLC), and the HE Quality Assurance regulator, Pearson, the Office of the Independent Adjudicator (OIA), UKVI and other regulators.

2.2. 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

3. Refunds (Home Students)

3.1. Once an unconditional offer of a place at the college has been accepted, and the student starts the course, they become liable for the tuition fee payments. For further detail regarding tuition fee liabilities, the students are advised to refer to the Students Fee Policy on the Mont Rose College website (<https://mrcollege.ac.uk/mrcpolicy/>).

3.2. The college informs current and prospective students about tuition fees through the college website and the Student Services department. The published fees are applicable from the course start dates. The tuition fees are subject to change. Therefore, if a student defers the start date or restarts their studies, they will generally be charged the tuition fees applicable for the new course.

3.3. 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 written withdrawal request via email to the Admission Manager Mr Jodat Sheikh at j.sheikh@mrcollege.ac.uk within 14 days from the start of the course. In this case, the fee for the first term will be refunded to the student/ sponsor/ SLC in full within ten working days from the date when the written withdrawal request was received.

3.4. If a home 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- 50% of an annual tuition fee will be payable (after attending the first class of the 2nd term)
- Withdrawal/ Suspension in term 3-100% of an annual tuition fee will be payable. (after attending the first class of the 3rd term)

3.5. If a home student paid full tuition fees in advance, any overpayments would 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.

3.6. The refunds will be processed to the original payee:

- To the student if the student paid the tuition fee.
- To SLC, if the tuition payment was received from SLC.
- To an employer/ parent/ sponsor, if the payment was paid on behalf of a student (Documentary evidence of sponsorship required).
- If tuition fee liability is divided among a few payees, then a refund will be processed according to the proportion of initial payments.
- The college follows UK Money Laundering legislation and cannot process cash refunds. The college may reject transactions where there is evidence that fraudulent documents were used at any time or if the originality of a transaction cannot be tracked.

3.7. 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 a suitable alternative cannot be provided, the college will refund the tuition fees paid in full.

3.8. The college will offer automatic refunds if, for any reason, the college cannot offer a course on the advertised start date; or withdraws the programme after the start date.

3.9 Cases based on academic and financial difficulties are not generally regarded as acceptable reasons for any refund or reduction in fee liability. The refunds will be processed only in exceptional circumstances, which would be a matter of discretion and fairness.

3.10 Tuition fees will not be refunded if the programme is closed due to a force majeure beyond the college's control (e.g. (but without limitation) flood, epidemic diseases, and war etc.)

3.11 If a student leaves the course voluntarily or has been suspended before the change date (e.g. programme closure), they will not be eligible for a refund.

3.12. No refunds will be made for payments made for learning materials or third parties on the student's behalf (e.g. registration fees, materials, printings).

3.13. If the student believes that he/ she is eligible for a refund (excluding automatic refunds as per paragraph 3.3 (a written request of withdrawal within 14 days is required). In that case, he/ she is advised to refer to the Student Complaints Policy & Procedures (<https://mrcollege.ac.uk/mrc-policy/>) and submit a claim. The claim will be reviewed according to the College policies and procedures. If a decision is made to refund the tuition fees to a student, the refund will be processed in UK Sterling within ten working days of a decision being made. Any refunds will be processed as per clause 3.6.

3.14. If a student has debt, the college has a right to deduct it from any due refund payments.

4. Refund (International Students)

Refunds to international students are assessed case by a case basis

Generally, the below will apply:

4.1. If a student cannot provide all eligibility evidence and/ or any other documents required by Mont Rose College to study on the programme, the college will refuse to register such student on the course and issue a CAS letter.

4.2. If a student visa is refused: a student will have to submit a Visa Refusal document issued by UK Visas and Immigration to the Admission Manager, Mr Jodat Sheikh, at j.sheikh@mrcollege.ac.uk immediately but no later than 14 days from receiving the Visa application outcome. Any refund requests received after this deadline will be automatically rejected.

4.3. Normally, the college will issue a refund of upfront paid fees less £500 administration fee for students who did not start their studies, unless special circumstances apply:

- A student failed to report to the college a reason for a non-arriving within one week of their course start date (date shown on the CAS statement);
- A student provided fraudulent information to the college at any time, including a process issuing their CAS statement;
- Students provided a refusal document issued by UK Visas and Immigration, specifying that the reason for refusal was fraudulent information provided to the Home Office;
- A student failed the Visa interview or did not provide the correct documents with their Visa application;
- A student is expelled due to malpractice such as providing plagiarised coursework.

4.4. If special circumstances declared in clause 4.3 apply, the college will keep all upfront paid fees, and no refund will be processed.

4.4. The college has a right to remove a student registration and retain upfront paid fees, if:

- A student's circumstances change, affecting their right to stay in the country, and they fail to inform the college;
- Become an "over-stayer" as defined by the Home Offices Immigration Rules.

4.5. In some unforeseen circumstances, like pregnancy, an international student is required to return home unless they can complete the course before they reach 32 weeks of pregnancy and have sufficient funds to live in the UK for that period. Some airlines do not allow pregnant women to travel beyond 32 weeks of pregnancy. Also, students will be unable to extend their visas due to pregnancy or maternity reasons. A student will be recommended to suspend the course and return to complete a course at a later date, subject to meeting visa requirements

at that time. When suspending the student's course, the college will notify the Home Office, and the student's visa will be curtailed. The college will request all tuition fees for the course as shown in the CAS letter be paid but will not charge any further fees when the student returns to resume the course after pregnancy/maternity leave.

4.6. If a student's visa to return and continue the course after pregnancy/maternity leave is rejected for any reason except for circumstances mentioned in clause 4.4, the college will refund the proportion of the tuition fees paid that apply to the programme periods that were not studied, less £500 administration fee.

Further information on student visas can be found on the Home Office website:

<https://www.gov.uk/browse/visas-immigration/student-visas>

5. Compensation

5.1. The college will prioritise ensuring that all courses offered are delivered as initially described and advertised. In some cases, the college may choose to provide students with a goodwill gesture or an apology if the course was delivered differently than initially stated.

5.2. A student may be eligible for compensation if, as a result of the college's decisions, the student has to transfer to another campus/ provider, resulting in increased travelling, maintenance or other costs.

5.3. The affected students will be offered the opportunity to apply for compensation after the change takes place. The college will take into account different student needs and tailor compensation accordingly. Following the OIA (Office of the Independent Adjudicator) guidance, the college will guarantee that the settlement brings the student to the position, where they would be if an issue had not happened. The college will not compensate for general living expenses as they would incur whether students were studying or not.

5.4. The students will have to prove the material extent of any financial disadvantage (e.g. lost time, increased costs) incurred as a result of any change (e.g. it is not possible to continue the course, transfer arrangements to other courses or providers had to be arranged; material parts of the courses were not delivered). For details regarding student protection processes in place at Mont Rose College, the students are advised to refer to the Student Protection Plan at <https://mrcollege.ac.uk/student-protection-plan/>

5.5. If students are notified before enrolling on their programmes that the college will be relocating or is planning to relocate, by accepting these terms and conditions, the students will not be eligible for compensation.

5.6. After assessing a student's claim (if found valid), the compensation amount and the compensation release plan will be decided and conveyed to the student.

5.7. If a student is unhappy with the college's decision regarding compensation, he/she can request a review of the decision. Any complaints about the Refund and Compensation Policy should be submitted following the college's complaint procedures, available at <https://mrcollege.ac.uk/mrc-policy/>. If a student is not satisfied with the complaint outcome, he/she can continue with the issue by contacting the Independent Adjudicator's Office at <http://www.oiahe.org.uk/>.

5.8. Any compensation will be paid directly to the affected student's account.

5.9. If a student has any queries regarding the release of compensation funds, he/she is advised to send a query to accounts@mrcollege.ac.uk.

6. Links

The following college documents related to this policy are available at <https://mrcollege.ac.uk/mrc-policy/>

- Students Fee Policy
- Student Complaints Policy & Procedures
- Academic Appeal Policy and Admissions Policy

- Equality and Diversity Policy & Procedures
- Student Protection Plan <https://mrcollege.ac.uk/student-protection-plan/>

7. Consultation

This document has been consulted with the Student Union and the Student Representative Committee.

This document is reviewed annually.

