



Empire College London

Refund and Compensation Policy

- 1.1 The College aims to deliver a high-quality education provision in line with the requirements of students and external bodies.
- 1.2 The College will provide students with as much clarity as possible about the content of their course before the start date in each academic year and will aim to minimise changes to the course of study, which may result in disruption to students during the academic year.
- 1.3 The College aims to provide a clear and simple framework for students to understand when they may be entitled to a refund of tuition fees or compensation.
- 1.4 This policy sets out the approach the College will take when considering refunds of tuition fees and compensation for students.
- 1.5 This policy applies to all higher education students, including:
 - Students in receipt of a tuition fee loan from the Student Loans Company;
 - Students who self-fund their tuition fees;
 - Students whose tuition fees are paid by an employer or another sponsor.
- 1.6 The policy includes the approach for:
 - Students who may withdraw from their study before the start of their course or during the academic year and where fees have been paid in advance.
 - Circumstances in which the College is unable to preserve the continuation of study for students as part of the student protection plan.

2. Students who withdraw from their studies

- 2.1 Students must inform the College at the earliest opportunity if they wish to claim a refund, reduction or cancellation in tuition fees for the following reasons:
 - Withdrawing from a course during the academic year
 - Not starting the course
 - Transferring to another course within the College
 - Transferring to another provider
 - Visa refusal (international students only)



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- 2.2 Prior to the course commencing, if an applicant cancels their place within the two weeks following acceptance of the offer, any tuition fees and deposits already paid will be refunded in full to the person/ organisation that initially made the payment.
- 2.3 If a student withdraws from a course within two weeks of the course start date, the College will cancel all tuition fees in full and will refund any fees paid in advance (including any deposit) to the person/ organisation that initially made the payment.
- 2.4 If a student withdraws from the course after two weeks of the start date, the College will calculate the refund based on the time of withdrawal within the academic year. For example, if a student decides to withdraw from the course during term 2 they will be liable for the payment of 50% of the course fees. The remaining 50% (if already paid in advance) will be refunded.
- 2.5 The following table indicates the refunds available to those students who have withdrawn after enrolment:

Liability period	The amount charged of the total fee	Refund if paid in advance
<i>Within 14 days from the course start date</i>	<i>0%</i>	<i>100%</i>
<i>After 14 days from the course start date in the 1st term</i>	<i>25%</i>	<i>75%</i>
<i>2nd term onwards but before term 3</i>	<i>50%</i>	<i>50%</i>
<i>3rd term onwards</i>	<i>100%</i>	<i>0%</i>

- 2.6 In some cases, it may be necessary for the College to withdraw/exclude a student. Should this occur, a student will be eligible for a fee refund. The College will calculate the refund based on the time of withdrawal/exclusion within the academic year.
- 2.7 Suspension/withdrawal dates will be reported to the SLC for students paying tuition fees via a loan from the Student Loans Company (SLC). The tuition Fee Loan will be adjusted accordingly to reflect the correct fee liability.
- 2.8 Students who change course or mode of study will be required to pay the relevant fee for the new course or new mode of study.
- 2.9 Refunds will only be paid to the bank and account holder that initially paid the tuition fee. This applies whether the student tuition fees have been paid by the student, Student Loans Company or



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a sponsor. In line with its obligations under UK Money Laundering legislation, the College is unable to make any refunds in cash.

- 2.10 Applications for a refund must be made in writing using the appropriate forms. International students must inform the College of their visa refusal within 7 days of the date of refusal.
- 2.11 If an international student wishes to appeal against the visa refusal decision, the college will hold the tuition fees which have already been paid until the decision of the appeal has been made. If the original decision of refusal is not overturned, the student must inform the College no later than two months after the appeal hearing date to claim their refund. This will be decided based on the reason for the appeal decision.
- 2.12 A minimum period of 3 weeks is required to process a refund from the date of the request. A student, who has been refused a refund, can make an appeal to the management in writing. The decision of the management will be final. The students must use the refund request form when requesting a refund. The form can be requested via email administrator@ecl.ac.

3. Refunds will not be given in the following circumstances:

- **International Students**

- No refunds will be made if the FLR or Entry Clearance visa application has been refused due to the non-submission of the listed documentation stated on the CAS.
- Refunds will not be made if the FLR or Entry Clearance visa application is refused due to insufficient funds in the student's bank account.
- Refunds will not be made if the FLR or Entry Clearance visa application is refused due to the UK Visas and Immigration (UKVI) not being satisfied that the applicant is a genuine student or the applicant cannot speak English to the required standard at the interview stage.
- Refunds will not be made if the student has submitted false documents as part of their FLR or Entry Clearance application.

4. Where the College is unable to preserve the continuity of the study

- 4.1 The College will make every effort to protect the students' interests and assure continuity of study for current and future students.
- 4.2 If the college cannot preserve the continuation of study, the following provides arrangements for refunding tuition fees and compensation where necessary.
- 4.3 The College will support students in continuing their studies. The student protection plan covers the steps the College will take if it is unable to provide continuation of study to allow students to complete their studies. The College considers refunds and compensation a remedy of last resort



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and is committed to ensuring that all students can continue and complete their studies at the College.

- 4.4 In some cases where study cannot be completed, we believe that students should not be disadvantaged. Therefore, we will ensure that alternative options are provided to students. This might include additional teaching or other support, different modes of studying such as online and, in some cases, financial support or compensation. The College may also provide students with the opportunity to transfer to a different program within the college or a suitable course with another local provider in the event the College cannot “teach out” students on the course being discontinued.
- 4.5 Compensation will be awarded if a clear, recognisable material loss is suffered and evidenced by the student. Compensation may be support with travel costs, fee discounts, financial payment or another form of benefit. Each request will be considered under individual circumstances.
- 4.6 If a complaint is received about an element of a programme of study or learning experience, this could be settled via an apology or a goodwill gesture rather than a refund or financial payment or compensation. Repeating part of the course/modules will also be considered. If a refund of fees is agreed upon, refunds will be made to the person/organisation that initially made the payment.
- 4.7 The College is aware of its responsibilities and duties to students, as consumers, under the law.
- 4.8 If the College decides not to start the course due to insufficient student numbers, fees already paid will be refunded in full to the person/organisation that initially made the payment.
- 4.9 In the event of course closure, refunds will not be paid to those students who have:
- Voluntarily left the course;
 - Been excluded from the College or their studies;
 - Not attended a scheduled course timetable for a period of three weeks before the Event without previously agreeing to the leave with the College;
 - Completed their study programme.
- 4.10 If the College is unable to perform its obligations under its Terms and Conditions due to events (“Events”) beyond its control, the College will use all of its best endeavours to minimise the effects of the Event on its obligations and will keep students informed of the status of the Event and its impact on the performance of its obligations. Please also refer to Clause 14 of the Colleges’ Terms and Conditions <https://web.empirecollege.london/wp-content/uploads/2023/08/Our-Terms-and-Conditions.pdf>.
- 4.10.1 Whether fees will be refunded during a temporary course or College closure will be dependant upon how long the Event will prevent the College from performing its obligations



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but generally, no fees or compensation will be refunded for Events that last short periods of less than 30 days provided the College has used its best endeavours to minimise any disruption.

4.10.2 Where an Event lasts, or is likely to last for periods of more than 30 days, students will be offered a refund in line with Clause 2.5 above and/or the option for a reduction in price and/or support as set out in the Student Protection Policy <https://web.empirecollege.london/wp-content/uploads/2023/07/Student-Protection-Plan-22-23.pdf>.

4.10.3 Fees will not be refunded under this Clause 4.10 if, at the time of the Event, a student has:

- Voluntarily left the course;
- Not attended a scheduled course timetable for a period of three weeks before the Event without previously agreeing to the leave with the College;
- Been excluded from the College or their studies;
- Completed their study programme.

4.11 Compensation or refunds do not apply to students who have completed their studies or who have withdrawn/excluded from their studies.

5. Claiming compensation

5.1 The College complaints procedure is the process that students must follow for any claim for financial or other compensation. The College will communicate with students promptly, providing support and guidance.

Updated and reviewed: August 2023