



Refund and Compensation Policy for Students

Core Documentation Cover Page

Refund and Compensation Policy for Students

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	June 2018 SMT	To provide clearer information to students regarding refunds and compensation.	Finance Director	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	June 2020
V2.0	Nov 2020 SMT	Biennial Review Administrative amendments to update Staff Role Titles.	Finance Director	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	Nov 2023

Equality Impact

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)

Neutral equality impact (i.e. no significant effect)

X

Negative equality impact (i.e. increasing inequalities)

If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk

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1. INTRODUCTION

- 1.1 The University College of Osteopathy (UCO) is committed to a fair and transparent policy in respect of the arrangements to refund tuition fees and other relevant costs to students and to provide compensation where necessary in the event that the UCO is no longer able to preserve the continuation of study.

2. SCOPE

- 2.1 To outline the policy regarding refunds and compensation for students and to make provision for:
- a) refunds for students in receipt of tuitions fee loan from the Student Loans Company
 - b) refunds for students who pay their own tuition fees
 - c) refunds for students whose tuition fees are paid by a sponsor
 - d) the payment of additional travel costs for students affected by a change in the location of their course
 - e) commitments to honour student bursaries
 - f) compensation for maintenance costs and lost time where it is not possible to preserve continuation of study
 - g) compensation for tuition and maintenance costs where students have to transfer courses or provider.
- 2.2 This policy will not normally apply to individuals who have completed their studies for which they registered as a student with the UCO.

3. STUDENTS WHO WITHDRAW FROM THEIR COURSE OR INTERRUPT THEIR STUDY

- 3.1 Students intending to withdraw from the course or interrupt their study must follow the 'Suspension of Studies & Student Withdrawal Policy' and should contact the Student Support Officer for further advice.
- 3.2 Financial liability for tuition fees is outlined in the UCO's tuition fee policy which is available on our website:
- <https://www.uco.ac.uk/courses/course-fees/tuition-fee-policy>

4. PROVISIONS IF THE UCO IS NO LONGER ABLE TO PRESERVE CONTINUATION OF STUDY

- 4.1 The University College of Osteopathy is committed to ensuring that all students are provided with every opportunity to enable them to continue and complete their studies at the UCO. However, the UCO acknowledges that there may be unlikely circumstances where it is unable to preserve the continuation of study and students may incur a financial loss as a result of these circumstances.

- 4.2 If such circumstances, where the UCO is unable to preserve continuation of study arise, the UCO will:
- a) Ensure all students receive the University College of Osteopathy award that recognises the stage they have reached.
 - b) Offer students access to advice and support and information on their options.
 - c) Ensure that any student who is in receipt of a bursary provided by the UCO and who would have continued to receive that bursary had their study continued, receives the remainder of that bursary.
 - d) Put in place, in consultation with student representatives and/or the Students' Union, a 'refund of tuition fees and compensation plan' relevant to those particular circumstances (see 5 below).

5. REFUND OF TUITION FEES AND COMPENSATION PLAN

- 5.1 The 'refund of tuition fees and compensation plan' referred to in paragraph 4.2 (d) will consider the following options with regards to tuition fees:
- a) A reduction of tuition fees for the course if the UCO is unable to provide certain core elements of the course. A refund of fees will be made for any tuition fees already paid to the UCO.
 - b) A refund of the tuition fees for the whole course if the UCO is no longer able to provide the course and is unable to offer students an alternative provider. A refund of fees will be made for any tuition fees already paid to the UCO.

The plan will also include appropriate provision for:

- c) Maintenance costs.
 - d) Lost time.
 - e) Additional tuition costs.
 - f) Travel costs as a result of relocation of provision.
- 5.2 The UCO will take all steps possible to minimise losses suffered by students by providing support to students and putting in place alternative provisions where possible.
- 5.3 Relevant guidance published by the Office for Students and the Office of the Independent Adjudicator for Higher Education will be taken into account in preparing the plan.

6. PAYMENT OF REFUNDS

- 6.1 Refunds will normally only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee and will not be paid in cash. This applies whether the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees or has their tuition fees paid by a sponsor.

7. UNDERSTANDING THE POLICY

- 7.1 This policy should be read carefully and is linked to the University College of Osteopathy's Student Protection Plan. Students who have difficulty reading or understanding this policy should contact the Registrar or Student Support Officer.

8. COMPLAINTS

- 8.1 Students who consider this policy has not been correctly applied in their case, may bring a complaint under the University College of Osteopathy's Complaints Policy & Procedures (for students) by presenting relevant evidence to support their concerns.

- 8.2 For more information about how to raise a complaint about a financial issue, students should refer to the Student Complaints Policy on the Policies & Procedures page on the UCO's Website:

<https://www.uco.ac.uk/about-uco/who-we-are/policies-procedures-and-privacy>