

# Student Compensation Policy

## 1. Scope

### 1.1. Responsibility

1.1.1. This policy is the responsibility of the Management Team. It will be reviewed annually.

### 1.2. Eligibility

1.2.1. This policy sets out the terms of financial compensation that St Mellitus College will consider paying to registered students of the College (or, where applicable, applicants who have accepted offers of study at the College) who are affected by the withdrawal or substantial change of a programme of study by the College.

1.2.2. This policy only applies to situations where either:

1.2.2.1. the College is ceasing to deliver an academic programme of study before registered students of that programme have completed their studies, and where the College determines that it is not possible to teach a student through to the end of their academic programme; or,

1.2.2.2. the College has changed the location of delivery of a programme from one centre to another, and where the College determines that this change in location has generated or will generate increased costs for some or all students on that programme.

1.2.3. This policy does not apply where students choose to withdraw from, or are suspended from, a programme of study which is not being withdrawn. The College's Terms and Conditions<sup>1</sup> outline how we will refund tuition fees and other costs in the event of student withdrawal or suspension, and the processes by which refund payments will be made.

1.2.4. This policy applies to all registered students of the College. This includes: 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 source of funding (e.g. Student Loans Company, student, student sponsor, or other individual or group). Where tuition fees are refunded, or future fees are reduced, this will be done in accordance with the provisions within the College's Terms and Conditions.

### 1.3. Application

1.3.1. Where a decision has been taken to close an academic programme and to cease admission to it, the College will aim to 'teach out' students to the end of their programme. If the process of teaching out generates additional costs for students – for example, requiring a change in centre location – the College will consider supporting students with these additional costs.

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<sup>1</sup> [Terms and Conditions](#)

- 1.3.2. In the unlikely event that the College is not 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 no suitable alternative programme at the College, the College will support students in transferring to a suitable programme at another UK higher education provider (providing transcripts and records of study undertaken to date).
- 1.3.3. In circumstances where the College ceases to deliver an academic programme of study, and students have already commenced study on that programme, the College will consider financial compensation for affected students where they are forced to withdraw from the College.
- 1.3.4. The College will give due care and regard to the individual circumstances of affected students in the application of this policy. In some situations (for example, where students have caring responsibilities) it may be necessary to vary this policy to provide additional support for individual or groups of students. This will be considered on a case-by-case basis, in dialogue with affected students.

## **2. Tuition Fee Costs**

### **2.1. Transfer to an alternative programme at St Mellitus College**

- 2.1.1. 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 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.

### **2.2. Transfer to an alternative programme at another UK higher education provider**

- 2.2.1. In the event that a programme is discontinued and students transfer to an alternative programme of study at another higher education provider to continue their studies, the College will support student transfer arrangements, producing transcripts and academic records as necessary.
- 2.2.2. Where the transfer involves students receiving 'credit', through an approved mechanism for the Recognition of Prior Learning (or equivalent), for study completed at St Mellitus College, no refund will be offered in relation to the elements of study which count towards that credit. Refunds of tuition fees incurred at St Mellitus College may be provided in respect of elements of study which do not receive credit for future study at a receiving higher education provider.
- 2.2.3. If a student is transferring to another higher education provider following discontinuation of their original programme but suffers a disrupted year as a result (i.e. if a student is not able to complete that year's programme of 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.
- 2.2.4. This provision only applies to student transfer within the context of this policy. It will not apply where students withdraw from study at St Mellitus College, and seek to restart studies at another provider at a future point in time.

### **2.3. Student withdrawal**

2.3.1. In the unlikely event that the College is not able to 'teach out' current students on a discontinued programme of study, and the student is required to withdraw from the College as a result of the programme discontinuation, students (or their sponsor or the Student Loans Company) will be offered a refund of any fee payments made towards that year's programme of study. The refund of fees will normally only apply to tuition fee costs incurred in the year in which the academic programme ceases to be offered. Where appropriate, credit and/or qualifications will be awarded for completed years of study.

### **3. Other Costs relating to Programme Discontinuation**

#### **3.1. Maintenance Costs**

3.1.1. 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 be given to providing compensation of maintenance costs incurred in the year of the withdrawal. Eligible maintenance costs may 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 may be asked to provide evidence of expenditure. The amount of compensation payable will 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.

### **4. Other Costs relating to Programme Change**

#### **4.1. Change in centre location resulting in additional travel or accommodation costs**

4.1.1. Where the location for delivery of a programme changes from one centre to another, or where a programme is discontinued and students accept an alternative programme of study at the College which is delivered at a centre different to that of the original course, the College will consider providing students with adequate compensation in respect of additional travel costs that are incurred as a result of the changed location.

### **Document Information**

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