

Student Refund and Compensation Policy

1. Policy Objective

As a registered provider with the Office for Students (OfS), the University has a published Student Protection Plan to ensure students' interests are protected should a risk to the continuation of studies materialise. This policy outlines further information regarding the approach that the University would take in providing refunds and compensation in the event it could no longer preserve continuation of study.

The University's priority is to ensure that all students receive the education and experience they are entitled to expect. Wherever possible, concerns should be resolved collaboratively between the student and the University. If needed, students may escalate their complaint to the Office of the Independent Adjudicator (OIA).

Financial refunds or compensation will not always be the most appropriate outcome, and most complaints will not be resolved in this way. The University will work to ensure that students receive the teaching and wider experience promised. However, in some circumstances, a refund or compensation may be necessary.

A **refund** means returning money already paid by the student to the University or reducing fees owed in the future. This may include tuition fees, course-related costs, or accommodation charges.

Compensation refers to a financial remedy for a recognisable loss experienced by the student. This usually falls into two categories:

- a) reimbursement of reasonable out-of-pocket costs paid to third parties (e.g., travel expenses), or
- b) compensation for a material disadvantage caused by the University's failure to meet its responsibilities.

2. Scope: Where Continuation of Study Is Not Affected

Refunds or compensation will normally only be considered after the student has completed the University's internal complaints procedure and had their complaint upheld. Decisions will be made on a case-by-case basis.

Where an issue affects a large group of students, the University may implement a streamlined process to handle complaints or proactively offer refunds or compensation without requiring individual complaints. Students may still choose to use the standard complaint procedure if they prefer to do so.

3. Scope: Where Continuation of Study Is Affected

This section applies where the University is unable to continue delivering an academic programme to registered students before they have completed their studies.

The University will always seek to “teach out” a programme, even when a decision has been made to discontinue it. This policy applies only when teaching out to the end of their academic programme is not possible.

If the University is unable to preserve continuation of study and students must withdraw, financial compensation will be considered. Students may also have the option to transfer to another programme at the University or at another institution. Where such transfers create additional costs, the University will consider providing financial support.

This policy applies to all students, including:

- those with Student Loans Company tuition fee loans
- self-paying students
- students sponsored by a third party

If the University cannot teach out a discontinued programme, students will be offered:

- transfer to another University programme, or
- support to transfer to a suitable programme at another UK University.

4. Tuition Fees

4.1 Refunds for Discontinued Programmes

If the University cannot teach out a discontinued programme and a student must withdraw, a refund will be offered for tuition fees paid for the academic year in which the discontinuation occurs. Refunds apply only to the tuition fees incurred in the year the academic programme ceased.

4.2 Transfers Within the University

Where a student transfers to another University programme with different fees:

- the lower fee of the two fees will be applied for remaining study
- where the new programme’s fee is lower, overpayments will be refunded or future fees adjusted

If the student’s year of study is disrupted such that it does not count toward the new degree, tuition fees paid for the disrupted year will be refunded.

4.3 Transfers to Another University

The University will support students transferring to another institution.

- No refund will be offered for modules or study that count towards credit at the receiving institution.
- Tuition fees will be refunded for any part of the programme that does not receive credit.

If a disrupted term or year does not count toward the new degree, fees for the disrupted period will be refunded.

4.4 Additional Travel Costs

If a student transfers to an alternative programme delivered at a substantially different location, the University will provide appropriate compensation for additional travel costs incurred.

5. Other Costs

5.1 University Services

Where a student must withdraw due to programme discontinuation, the University will refund prepaid amounts for services such as catering, sports memberships, and society memberships, to the student (or their sponsors).

5.2 Accommodation

If a student must withdraw or transfer from a discontinued course and is unable to continue in contracted accommodation, the University will compensate for costs from the date the student vacates the accommodation until the end of the contract or end of the academic year, whichever is earlier.

6. Student Bursaries

If a bursary recipient must withdraw due to programme discontinuation, the University will continue bursary payments until the end of the semester in which withdrawal occurs, recognising the limited opportunity for the student to make alternative arrangements.

7. Maintenance Costs

Where a student must withdraw before completing their academic year, the University will consider compensation for maintenance costs incurred during that year, such as:

- travel
- academic materials
- accommodation
- catering

The maximum compensation for maintenance will align with the Student Loans Company maximum maintenance loan for the year of withdrawal (e.g. £10,544 in 2025/26). Students must provide evidence of expenditure. Awards will be determined on a case-by-case basis.

8. Refund Method

To comply with Anti money Laundering Regulations, refunds will always be made to the original fee payer (person or organisation), using the same payment method and account or card details. Where the University is unable to refund to the original payment source, further evidence and verification may be requested. Refunds or compensation is not transferable to third parties.

9. Decision Making Process

All decisions on refunds and compensation will be made by a Refund and Compensation Panel and will take a student-centred approach. Each case will be considered individually. The Panel will meet promptly once it is established that the University is unable to preserve the continuity of study for a group or individual. The Panel will be convened by the Chair and comprise:

- Deputy Vice Chancellor and Provost (Chair)
- Director of Finance and Strategic Planning
- University Secretary and Registrar

Additional senior academic or professional services staff may be invited to join the Panel, as appropriate.



10. Policy Review

Policy Owner	Director of Finance and Strategic Planning
Approval Route	University Executive Group
Approval Date	3 rd March 2026
Review Frequency	Once every three years or earlier if required due to legislative, regulatory, or operational changes.