

The University of Law's Refund and compensation Policy has been informed by the Office for Students Sector-Recognized Standards and the General Ongoing Conditions of Registration and has regard to the UK Quality Code for Higher Education. These definitive reference points for all English higher education institutions set out how academic standards are established and maintained and how excellence in the quality of learning opportunities is assured.

This policy sits within The University of Law's Quality and Standards Code, which provides a suite of policies designed to safeguard the academic standards of The University of Law and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

About the Refund and Compensation Policy

This Refund and Compensation Policy sets out the circumstances in which you will be entitled to apply for a refund of your fees, or for compensation. The policy applies whether you are in receipt of a tuition fee loan, are sponsored, or pay your own fees.

This policy also sets out the process for application for refund and/or compensation, whilst ensuring the University complies with all legal and accounting regulations.

The measures contained in this policy are in addition to the protection you have under consumer protection law, and do not affect your consumer rights.

Student Protection Plan

The University of Law has a Student Protection Plan, which sets out our commitment to minimise "disruptive events" – such as changes to courses, delivery modes or campus locations - which could impact on our students' studies. We also set out how we will remedy or mitigate any such disruptive events, for example ensuring that they only occur in the summer months between academic years.

In some cases, the possible remedies we offer under the Student Protection Plan include a refund of fees and/or compensation. If you wish to claim a fee refund or compensation, you should follow the process set out below.

Fee refunds: when is a refund payable?

Whether a refund is payable will depend on a combination of factors: the terms and conditions of the course, your circumstances, and the payments you have made to date. Requests for refunds should be emailed to Studentfinance@law.ac.uk.

These are some examples of when a refund may be due:

Refund for course fees

Withdrawal, deferral, or intermission: No application for a refund of fees will be considered unless a withdrawal/deferral/intermission application has been fully approved and processed by the University, including where that withdrawal is the result of a disruptive event.

Overpayment: Any overpayment of course fees arising from an intermission of studies will be automatically carried forward into the next academic year. These funds will be used to offset any fee liability upon resumption of studies. You can, however, make a formal application for a refund at the point of suspension.

The University reserves the right to cancel any course which does not recruit a reasonable number of students, in accordance with the Course Cancellation Policy. A full refund of course fees will be made in the case of payments already received on request by you, including any deposit.

Refund to sponsored students

If you are originally self-funded and subsequently received sponsorship that covers payments for all or part of the course, you may be entitled to a refund of payments you have made. You should email the student sponsor team on email studentsponsors@law.ac.uk or PDfinance@law.ac.uk including full details of the sponsorship company information. The Finance team will obtain authorisation from the sponsor and create an invoice. Once the University is in receipt of full invoice payment, then paperwork can be completed for a refund request as per Refund Authorisation below.

If you have secured a training contract with a recognised sponsor and pay the deposit on enrolment, you are entitled to a deposit refund as this would have been included in the funding agreement with the recognised sponsor. You can email PDfinance@law.ac.uk to request the refund. Once all required evidence has been provided, the relevant paperwork will be raised with the supporting documents (see Refund Authorisation below).

Refunds where a student has a student loan

If the University has received payment from both you and your loan company, a refund can be requested. The most recent payment will be refunded, however if a specific request is received regarding refunding a payer and both parties are in agreement, this can be reviewed. As with all refunds, the payment will be returned to the original payer using the same method of payment as the original remittance, whether credit/debit card or BACS payment.

Refund of deposits

You can cancel your course within 14 days of acceptance (“cooling off period”). If you cancel during the cooling off period and before the course start date, you will not be liable for the Course Tuition Fee and the deposit will be refunded. If you cancel during the cooling off period but the course has already started, The University of Law can charge for materials provided and a reasonable pro-rata fee.

Fee appeals process

If you have cancelled or withdrawn from your course and are still liable for some or all of the fees for the course, you can appeal against these fees. All requests should comply with the University’s appeals criteria on medical or bereavement grounds or other extenuating circumstances. If you satisfy the criteria you should complete the relevant documentation along with evidence to support your request and send to feeappeals@law.ac.uk.

This will be presented to the Fee Appeal Panel which takes place on the last Friday of every month. You will be notified of the panel’s outcome. If the outcome results in a refund, the relevant paperwork will be raised with the supporting documents (see Refund Authorisation below). If your application is rejected, you may apply for a Stage 2 Review of the decision.

Withdrawal

If you withdraw from your course, the tuition fee costs will be adjusted in line with the University terms and conditions. The adjusted fee amount will depend on the relevant liability as determined by the effective date of the change and the associated fee as set out in the Fee Schedule.

If there are any queries regarding the above calculation, then please direct your query to the student finance team Studentfinance@law.ac.uk

Intermission

No fee adjustments or refunds will be given unless you specifically request it. If requested we will reimburse any over-payment, otherwise it will be carried forward on your account.

International students

All students who are nationals of a country other than the United Kingdom and/or were born in a country other than the United Kingdom are required to submit a completed Visa Requirements Form after accepting an offer. If you fail to submit a completed Visa Requirements Form by the deadline given by the University, the University will be entitled to:

- withdraw your offer of a place on the course;
- retain, or recover from you, any deposit, fees, or other sums in accordance with the Fee Schedule.

If, on initial registration, you are unable to produce all proof of eligibility to study on the programme and any other documents specified by the University, the University will be entitled to:

- refuse to register you onto the course;
- withdraw the offer of a place on the course;
- report to the Home Office that we have done so; and/or
- retain, or recover from you, any deposit, fees, or other sums in accordance with the Fee Schedule.

If you are a student sponsored by the University on a Student Route Visa and your Visa application is refused:

- you must inform the Student Immigration Compliance and Advice department within two weeks* upon receiving the Visa application outcome, submitting the Visa Refusal document issued by UK Visas and Immigration; and
- unless any of the exceptional circumstances outlined below apply, the University will issue a refund of all the monies paid, minus the deposit.

*Refund requests received after this date will automatically be rejected.

If any of the following exceptional circumstances apply, then the University may retain, or recover, any deposit, fees, or other sums in accordance with the Fee Schedule:

- you did not make a timely Visa application;

- you did not inform the University of the reason of non-arrival within one week of their course start date (date shown on the CAS statement);
- you provided fraudulent information and/or documents to the University at any time throughout the Visa application process, including the University issuing their CAS statement;
- the refusal document issued by UK Visas and Immigration indicates you presented fraudulent information and/or documents; and/or were found by the Home Office not to be a genuine student;
- you did not prepare for the Visa interview, could not answer relevant questions about your course and/or University and/or did not provide the correct documents with your Visa application as outlined in the Student Route Visa Policy Guidance.

It is your responsibility to maintain your immigration permission which allows you to study at the University. If any of the following circumstances apply, the University will deregister you and may retain, or recover, any deposit, fees, or other sums in accordance with the Fee Schedule:

- you have a change of circumstances which affects your immigration permission to reside or study in the UK and you fail to notify the University;
- you fail to provide any immigration documents requested by the deadline given by the University;
- you become an “over-stayer” as defined by the Home Office’s Immigration Rules.

If you have any queries relating to the above, please contact the Student Immigration Compliance and Advice Department by emailing visacompliance@law.ac.uk.

Resit Refunds

In the event that you do not attend a resit or wish to have a refund of the resit fees that have been paid in advance, you should contact the Assessment team within your University Campus. The Assessments team will complete a resit request form with must include the following:

- Student name including SRN
- Date requested
- Value and reason of refund
- Subjects being retracted
- Date of the original payment
- Last 4 digits of original payment
- Method of the original payment
- Authorisation from the relevant heads of departments

The completed form should be sent to Studentfinance@law.ac.uk. Once approved, please allow 5 working days for the payment to be generated.

Refund of travel costs or other expenses

Such refunds would only be possible in exceptional circumstances, or under the term of the Student Protection Plan. This has to be approved by a Senior Business Manager or Campus Dean.

Refund authorisation process

On receipt of a refund request the Student Finance team will complete a refund request form and provide all relevant supporting documents.

The following back up evidence required for a refund request is as follows:

- Completed Refund Request Form including clear reasons for the refund
- Agresso account status
- Unit-e status including date of latest status
- Proof of payment i.e., screen shot of university bank statement, MDIR or Stripe
- Full email trail of conversations regarding the refund request
- If relating to any discounts, evidence required from the person who has authorisation to approve this
- If refunding back to a loan company such as Future Finance, a copy of their approved bank account is required

This is not an exhaustive list as the required evidence will depend on the reason for the refund request.

All details will be passed to management for review. The refund authorisation process may take up to 10 working days.

Payment of the refund

Once the refund has received final approval from management, the payment will be returned to the original payer using the same method of payment as the original remittance whether credit/debit card or BACS payment. This is to ensure that the University complies with anti money laundering requirements.

Once approved, please allow 5 working days for the payment to be generated.

All refunds will be calculated in UK GBP. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.

Where payment of tuition fees was split between more than one payer, any refund due will be made in proportion to the original split.

Cash receipts are not accepted, and equally cash refunds cannot be made.