

Truro & Penwith College Policy for compensation and refund following closure of a Higher Education course or student withdrawal.

This policy sets out the circumstances where, following closure, suspension or material changes to programmes and there is no possibility of redress under the Student Protection Plan, a student may apply for a refund or compensation. It also identifies the college policy regarding refund of fees if a student withdraws during the academic year.

1) Refund following closure of a course

The College is committed to enabling students to complete their chosen programme of studies. However, there may be unforeseen circumstances that will result in the college modifying, suspending or closing a course.

Such a situation is very rare as the College works hard to ensure any changes to provision are made at a time that will minimise disruption to applicants or students. In most cases there changes are planned to ensure students continue to engage with their chosen course and complete their programme of study. All possible steps will be taken to minimise the impact on students and advice and guidance will be provided to ensure a variety of opportunities are made available to learners who wish to continue their studies as outlined in the T&PC Student Protection Plan.

However, after exploring all possible options, there may be occasions where it is not possible for T&PC to preserve the continuation of a student's study or, even if a student's study can continue it will be disrupted. In these cases, the student may be eligible for a refund of fees and other payments made to the College, in full or in part, and/or compensation for other losses incurred.

The College does not accept any liability for any consequential or other economic loss (including loss of profits, loss of goodwill or loss of opportunity) resulting from any of the matters covered by this policy. Only foreseeable loss will be covered by the College.

Sometimes the College will make proposals for refund or compensation to a student when any of the matters mentioned above arise. If the College does not make proposals or the student does not consider the proposals for refund or compensation to be acceptable then they should use the **Student Complaints Procedure**. This policy will be considered by the College in relation to any complaint it receives.

T&PC will consider eligibility for refund and/or compensation on a case by case basis and will take into account factors including (but not limited to):

- the scale and impact of the matters affecting a student;
- travel or accommodation costs (e.g. where a student is having to relocate because the College has to move their programme to an alternative location or they have to transfer to another provider);

- maintenance costs (e.g. childcare if modified student contact sessions have to be delivered at times outside the normal College teaching day/week);
- what mitigation the College has put in place that a student may or may not have taken advantage of – including the provisions set out in the Student Protection Plan;
- how much of their programme a student has completed;
- what is reasonable in all of the circumstances.

Eligibility for refund and/or compensation, and the amounts to be awarded, will be considered by the Director of Studies. In some cases, T&PC will establish set rates for compensation of accommodation or travel costs, which will be applied automatically to all affected students. T&PC will explain clearly how these set rates were calculated. In other cases, T&PC may ask the student to provide evidence of costs which they have incurred for which they are seeking compensation. Students will be advised about what will happen and what they will need to do at the appropriate time.

If a student is unhappy with the action the College has taken to deal with issues of refund and compensation and in particular disruption to or cessation of their study, then they may use the Student Complaints Procedure to raise their concerns.

2) Refund following a student withdrawal from a course

In instances where a student may be considering withdrawing from or interrupting their studies for personal reasons, the college's initial position is for the student to contact their Programme Leader and seek advice - talking to a member of the college staff may be enough to deal with a student's concerns and help them to continue their studies. Students consider interrupting study or withdrawing for a variety of reasons and the various teams in the college may be able to help and avoid a student having to interrupt or end their studies.

If, after meeting with their Tutor or Programme Leader, a student decides that they do not wish to continue with their studies in the current academic year, it is important that the student follows the correct procedure to withdraw from study or 'interrupt' as there are academic and financial implications that need to be considered. Any student withdrawing from the programme must take into consideration the implications of partial completion of modules (see section 2.2 below) should they wish to return to their studies in the future. For international students there will also be implications with regard to their visa.

Students choosing to withdraw or suspend during an academic year are liable for a proportion of their fees as identified in the table below.

2.1 Fee Liability and Funding

Period	Fees Payable
Up to end of teaching week 3, Term 1	No fee payable
From beginning of teaching week 4, Term 1 until the beginning of teaching week 1, Term 2	25% of annual fee
From beginning of teaching week 1, Term 2 until the beginning of teaching week 1, Term 3	50% of annual fee
From beginning of teaching week 1, Term 3	100% of annual fee

Students who withdraw or interrupt/suspend their studies during the academic year should contact Student Finance England Student Help Desk 0845 300 50 90 for advice on repayment of any loans or grants. Please note that a student may be asked to repay any

grant monies that are not due to them as soon as they withdraw or interrupt/suspend their studies.

2.2 Assessment

If a student withdraws or interrupts/suspends studies after a module withdrawal deadline, they will be regarded as having attempted the module. This means that they may go on to fail the module when results are confirmed at the Award Assessment Board. Should the student subsequently re-enrol on a failed module, they will be enrolled as a second attempt and the module mark will be capped at 40%.

The table below sets out the withdrawal deadlines for modules:

Module Term	Withdrawal Deadline
Semester 1/Semester 2	End of fourth week of semester
All Year modules	End of first term (Friday 13th December 2013)

If a student plans to interrupt/suspend studies after these deadlines they should consider applying for extenuating circumstances (if applicable) in order to re-enrol as a first attempt. For further information on extenuating circumstances and interruption of studies contact the HE Office.