

# ANGLIA RUSKIN UNIVERSITY STUDENT REFUND AND COMPENSATION POLICY

## 1. Purpose

- 1.1 This policy sets out the terms under which the University will make refunds and provide compensation to students in relation to tuition fees, accommodation fees, other relevant costs and miscellaneous payments.
- 1.2 This policy will apply where the University is no longer able to preserve continuation of study for students on either a permanent or temporary basis.
- 1.3 The university has a Tuition Fee policy which runs separately to this policy and can be found in our Rules, Regulations and Procedures for students.

[https://web.anglia.ac.uk/anet/staff/sec\\_clerk/Documents/Student\\_Procedures/Rules\\_and\\_Regs\\_APPROVED%20July%202018\\_20th%20Edition\\_071218.pdf](https://web.anglia.ac.uk/anet/staff/sec_clerk/Documents/Student_Procedures/Rules_and_Regs_APPROVED%20July%202018_20th%20Edition_071218.pdf)

The Tuition Fee Policy covers student entitlement to a refund following an intermixture or withdrawal and does not apply to the circumstances of non-continuation as set out in this policy.

## 2. Scope

- 2.1 This policy applies only to those students on Anglia Ruskin University delivered courses.
- 2.2 The University is committed to all students, where possible, being able to continue and complete their studies at the University. Our aim will be to 'teach out' students on a program that is being discontinued.
- 2.3 If the University is not able to 'teach out' the course, we will use our academic judgment to determine if there is a suitable alternative course available at the University. We will ensure this meets the students learning objectives in accordance with our contract with the student and this policy.
- 2.4 In the event that it is not possible to 'teach out' students or transfer to a suitable alternative course within the university we will support students transferring to a different provider to continue their studies. In the event this leads to additional expense being incurred by the student we will reimburse in accordance with this policy.
- 2.5 In the event of a course being discontinued and the above terms (2.2 to 2.4) of this policy are not possible, we will refund reasonable losses in accordance with this policy.

## 3. Suitable alternative course

- 3.1 Where the university is not able to 'teach out' a course we will consider if in our academic judgement, we are able to deliver an appropriately modified version of the same course or there is a suitable alternative to the course. If we consider we can offer a suitable alternative, the student will have the option to transfer to this course.
- 3.2 If the student doesn't take the option to transfer they will be given the option of ending their contract with the university. They will be under no obligation to pay further fees but will not receive a fee refund or any additional cost payments.

3.3 If the option to transfer to a different course means the student has incurred unnecessary costs, these should be refunded. These must be attributable directly to the change of the course. Costs will be looked at on a case by case basis at the discretion of the university.

3.4 If the student thinks we have incorrectly assessed their course, they can raise a complaint using our internal complaints procedure outlined in the Rules, Regulations and Procedures for students.

### **Transfer to a different provider**

4.1 If a student needs to be transferred to a different provider to continue their studies, the university will agree with the student a transfer to a provider which is considered reasonable by both parties.

4.2 If the student doesn't take the option to transfer, or a different provider cannot be agreed, they will be given the option of ending their contract with the university. They will be under no obligation to pay further fees but will not receive a fee refund or any additional cost payments.

4.3 If the option to transfer to a different provider means the student has incurred additional costs, reimbursement will be undertaken on a case by case basis at the discretion of the University.

4.4 The student must provide sufficient evidence of the additional costs. These must be reasonable and above the costs they are currently incurring on their course

4.5 Additional costs must be as a direct result of the student's change in course provider.

4.6 Where it is agreed we will meet additional costs, these will be paid for the original duration of the student's course unless they transfer again from the new provider or change course.

4.7 Where it is agreed additional costs will be paid, these will be paid at the end of each semester. The student must provide receipts to substantiate the claim in full.

4.8 Receipts must be provided within 30 days of the semester ending and the additional costs will be paid within 30 days of the claim being accepted.

4.9 Examples of additional expenses include

- Reasonable travel expenses to the new provider in excess of the student's current travel costs
- Accommodation and subsistence costs in addition to the student's current costs if the transfer would mean it would be impractical for them to travel to their place of teaching on a regular basis.

4.10 Where the student is currently in receipt of a scholarship or bursary payment from the university, which they will not receive at their new provider, we will honour the agreed payments for the duration of their course.

### **5. Where 'teach out' or transfer to a different course or provider is not possible**

5.1 In the unlikely event we are unable to 'teach out' a course or transfer the student to a different course or provider they will be refunded a proportion of the tuition fees already paid. This will be based on the proportion of the course completed and will be considered on a case by case basis.

5.2 The student will not be under any obligation to pay further tuition fees to the university.

5.3 If as a result of not being able to 'teach out' or transfer to a different course of provider the student has incurred unnecessary costs these will be refunded. These must be attributable directly to the non-continuation of the course and will be assessed on a case by case basis.

5.4 The student must include evidence of the additional costs being incurred.

5.5 Refunds in all cases will be paid back to the original payee and wherever possible to the original bank account. This applies to refunds where the student is in receipt of a tuition fee loan from Student Finance England, where they pay their own tuition fees or they are paid by a sponsor.

5.6 Refunds will be paid where possible within 30 days of being agreed.

## **6. Review**

6.1 If a student is not happy with the refund they should refer the matter to the university using the student's complaints procedure set out in the Rules, regulation and procedures for students which can be found here:

[https://web.anglia.ac.uk/anet/staff/sec\\_clerk/Documents/Student\\_Procedures/Rules and Regs APPROVED%20July%202018\\_20th%20Edition\\_071218.pdf](https://web.anglia.ac.uk/anet/staff/sec_clerk/Documents/Student_Procedures/Rules_and_Regs_APPROVED%20July%202018_20th%20Edition_071218.pdf)