



Tuition Fee Refund & Compensation Policy

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1. Introduction

- 1.1 This document outlines the Tuition Fee, Refund, and Compensation Policy for Watney College, guiding both new and returning students on the college's approach to tuition payments, refunds, and financial obligations. It aims to provide clarity and fairness, addressing the needs of students while ensuring the college's financial sustainability.
- 1.2 The policy applies to all students, including those funded by self-funded individuals, and those sponsored by employers or other recognized organizations. The policy aligns with guidance from the Competition and Markets Authority (CMA) and the Office for Students (OfS), reflecting best practices in higher education financial management.

2. Policy Scope

- 2.1 Watney College is dedicated to maintaining transparency by making the current Tuition Fee and Refund Policy readily available to all prospective students, current students, and staff. The policy is reviewed and updated regularly, with details published on the college's official website
- 2.2 Tuition fees are specified for each program and mode of study and are subject to change in line with regulatory guidelines, including those from the OfS. Any adjustments to fees will be communicated promptly, ensuring students are well-informed before enrolling.
- 2.3 Tuition fees must be paid in British pounds (GBP). Students are responsible for the full fee payment upon registration unless they have secured funding through the SLC or an authorized sponsor. EU students with settled or pre-settled status may also be eligible for SLC funding, subject to meeting specific criteria.

3. Bursaries

- 3.1 Watney College does not provide bursaries or financial aid packages. However, the college continuously evaluates its financial support options and may introduce bursary schemes in the future as part of its commitment to enhancing student access and affordability.

4. Payment Options

- 4.1 Students can choose to pay tuition fees either in full or through an installment plan. For installment payments, an initial deposit is required, followed by scheduled payments over the academic year. The college will not issue reminders for due payments; it is the responsibility of the student or sponsor to adhere to the agreed plan.
- 4.2 Sponsored students must provide a written guarantee from their sponsor, confirming responsibility for the full tuition fee. Enrollment is only confirmed after the college receives the required payment or sponsor authorization.
- 4.3 If tuition fees are not paid on time, the college may apply penalties, including restricted access to college facilities and referral to a credit collection agency for overdue payments.
- 4.4 International students must pay the full tuition fees upon the issuance of the Confirmation of Acceptance for Studies (CAS). Occasionally, students may pay part of the tuition fees before enrollment.

5. Refund Policy

5.1 Self-funded students are entitled to refunds in cases of overpayment, withdrawal, visa refusal, or changes in mode of study, provided they comply with the legal right to cancel within 14 days of registration.

5.2 Refunds will be issued using the original payment method, ensuring compliance with anti-money laundering regulations. Requests for refunds to third-party accounts will not be accepted.

5.3 Tuition Fee Liability and Refund Schedule

Category of students	Withdrawal date	Fee Liability	Refund
Self-funded Undergraduates. Full and part-time Home, EU,	14 days -2 weeks	0%	Full refund
	3 weeks	25%	75%
	4-6 weeks	50%	50%
	7 Weeks+	100%	0% refund
International Undergraduate	Before enrolment	10%	90%
International Undergraduate	Before enrolment	100%	0%

6. Conditions for Withdrawal and Refunds

6.1 Students withdrawing from a program must formally notify the college. Refunds are calculated based on the date of withdrawal and the corresponding fee liability period. The college follows a structured timeline for refund eligibility, with full refunds available only within the first two weeks of the start date.

6.2 International students who are refused a visa may apply for a refund, minus any non-refundable administrative fees.

6.3 Any outstanding tuition fees or debts will be deducted from the refund amount before it is processed.

7. Dispute Resolution

7.1 Watney College is committed to handling financial disputes fairly and transparently. Students who disagree with the refund decision or have concerns about any aspect of the Tuition Fee and Refund Policy can submit a complaint through the college's official Complaints Policy. The process is designed to provide a prompt and equitable resolution within a 2–4-week time frame.

8. Commitment to Transparency and Compliance

8.1 Watney College aims to uphold the highest standards of transparency and compliance with all regulatory requirements, including those set by the OFS and CMA. This policy reflects our dedication to supporting students' financial well-being and maintaining trust through clear communication and fair practices.

9. Compensation Policy

9.1 Watney College is committed to delivering the student experience as outlined in the Student Handbook and course specifications. The college strives to minimize disruptions to program content or delivery. If students' continuation of study is impacted, Watney College may provide compensation for additional costs incurred, subject to the submission of appropriate evidence.

9.2 **Accommodation Issues:** In the event of disruptions to teaching facilities, such as temporary closure due to health and safety concerns, Watney College is committed to ensuring continuity of education. The college will offer make-up sessions or arrange suitable alternative venues to minimize any impact on students. If the facility remains inaccessible for an extended period, Watney College will implement contingency plans to maintain the quality of teaching and learning, including online delivery options or relocation to fully equipped partner sites.

9.3 **Relocation of Campus:** If Watney College moves to a new location, the college will inform and consult with students well in advance to ensure they are aware of the changes and can provide feedback or raise any concerns. The college understands that relocating might affect students, especially if the new premises are farther away or less convenient to access. Therefore, Watney College will evaluate and address any additional costs that students may incur due to the change, such as higher transportation expenses. In such cases, the college may offer compensation or financial assistance to help cover these reasonable extra costs, ensuring that students are not disadvantaged by the relocation.

9.4 **Continuation of Study:** If Watney College is unable to ensure the continuation of a program, the college will take proactive steps to support affected students. This may include offering compensation or providing alternative arrangements, such as transferring students to similar courses or institutions. Additionally, the college will consider providing financial or academic support tailored to the individual needs of students, ensuring that they receive adequate assistance during this transition and are not left at a disadvantage in completing their studies. Compensation may also cover any increased fees due to delays in completing the program. Claims must be supported by objective evidence, and compensation will be proportional to the tuition fees paid.

9.5 **Transfer to Another Provider:** If a student needs to transfer to another higher education institution to complete their studies due to program closure or unforeseen institutional issues, Watney College will provide comprehensive support throughout the transition process. The college will consider offering compensation for any tuition fees already paid for the disrupted period. Additionally, Watney College will assist students in finding a suitable alternative program and facilitate the transfer of credits wherever possible, ensuring minimal disruption to their academic progress and financial burden.

9.6 **Application Process for Refunds and Compensation:** Students seeking a refund or compensation must complete the Refund Compensation Request Form and submit it to the Finance Department at Watney College via email. The college will acknowledge receipt of the application within five (5) working days and provide a decision within fifteen (15) working days.

10. Compensation Decision-Making Framework

10.1 This framework sets out how Watney College assesses and determines compensation claims where students incur financial costs due to disruption to their programme of study.

The framework ensures that compensation decisions are made fairly, transparently and proportionately, and are consistent with guidance issued by the Office for Students (OfS) and the Competition and Markets Authority (CMA).

10.2 Circumstances in Which Compensation May Be Considered: Compensation may be considered where students incur additional financial costs as a result of significant disruption to their studies. Examples may include:

- closure or suspension of a programme of study
- relocation of teaching facilities
- significant interruption to teaching delivery
- institutional closure or provider market exit
- loss of awarding body arrangements affecting programme delivery
- requirement for students to transfer to another provider to complete the programme

10.3 The College will always seek to mitigate disruption through alternative teaching arrangements, programme adjustments or transfer opportunities before compensation is considered.

10.4 Types of Costs That May Be Considered: Where a claim is established as valid, Watney College may consider reimbursement of reasonable and evidenced financial costs directly incurred as a result of the disruption. These may include:

- additional travel costs resulting from relocation of teaching activities
- additional accommodation costs where relocation is required
- administrative costs associated with transferring to another institution
- reasonable relocation costs where students must complete studies at another provider
- tuition fee differences arising from continuation arrangements

10.5 Costs Normally Not Eligible for Compensation: Compensation will not normally be provided for:

- inconvenience or personal distress
- loss of earnings or employment opportunities
- speculative financial losses
- costs not directly linked to the disruption experienced

10.6 Evidence Requirements: Students submitting a claim for compensation must provide appropriate supporting evidence. Evidence may include:

- receipts or invoices
- travel documentation
- accommodation agreements
- payment confirmations or bank statements
- documentation relating to programme transfer

10.7 Claims submitted without sufficient supporting evidence may not be considered.

10.8 Assessment Criteria: When reviewing compensation claims, the College will consider:

- whether the disruption was caused by circumstances within the control of the College
- whether the student has incurred additional financial costs directly related to the disruption
- whether reasonable mitigation measures were offered by the College
- whether the costs claimed are reasonable and proportionate
- whether the student has taken reasonable steps to minimise the impact of the disruption.

- 10.9 **Decision Authority:** Compensation claims will normally be assessed by the Finance Department in consultation with Academic Administration. Final approval for compensation decisions rests with the Director of Studies.
- 10.10 Where compensation claims indicate wider institutional risk or systemic disruption affecting programme delivery, summary reports may be presented to the Academic Board for oversight.
- 10.11 Decision Communication: Students will receive written notification outlining:
- the decision reached
 - the amount of compensation approved (if applicable)
 - the reasons for the decision
- 10.12 Right to Review: If a student is dissatisfied with the outcome of a compensation decision, they may request a review through the College Complaints Policy

11. Queries and Complaints

- 11.1 For any questions regarding the Tuition Fee Refund and Compensation Policy, students may contact the Finance Department at Watney College. The department will respond to all inquiries and guide students through the process.
- 11.2 If students wish to file a complaint related to the refund and compensation policy, they should refer to the Complaints Policy for further instructions.

12. Conclusion:

- 12.1 Watney College provides high-quality educational experience and prioritizes the well-being and academic success of its students. In the event of unforeseen challenges or disruptions, the college is committed to taking prompt, fair, and supportive measures to ensure continuity of learning. By offering clear communication, alternative arrangements, and appropriate financial support, when necessary, Watney College aims to minimize any negative impact on students and help them achieve their academic goals with confidence.

Appendix: Refund Compensation Request Form

11.1 Student Details

Full Name :	
Student ID:	
Course Name:	
Session:	
Email Address	
Phone Number	

11.2 Reason for Refund Request:

- Withdrawal from the course
- Program cancellation by Watney College
- Overpayment of fees
- Change of circumstances (e.g., visa rejection)
- Other (Please specify): _____

11.3 Details of the Refund Request:

Date of payment	
Amount Paid	£
Amount requested for refund	£

11.4 Bank Details (For Refund)

- **Account Holder's Name:** _____
- **Bank Name:** _____
- **Sort Code:** _____
- **Account Number:** _____
- **IBAN (if applicable):** _____

11.5 Supporting Documents

- Please attach copies of the following (if applicable):
- Proof of payment (receipt or bank statement)
- Letter of withdrawal or course cancellation
- Visa rejection letter (if applicable)
- Any other relevant documents

11.6 Declaration

I confirm that the information provided in this form is true and accurate. I understand that the refund process may take up to [insert number of weeks] weeks and that refunds will be issued in accordance with Watney College's refund policy.

Signature: _____

Date: _____

For Office Use Only

- **Application Received Date:** _____
- **Reviewed By:** _____
- **Approved/Rejected:** Approved Rejected
- **Refund Amount Approved: £** _____
- **Remarks:** _____
- **Processed By:** _____
- **Date of Refund Processing:** _____