

Document Title	Higher Education Course Closure, Refund and Compensation Procedure 2018/19 (Prescribed Programmes Only)
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1. Purpose

- 1.1. To ensure continued support/re-imburement to a student in the event that the Cornwall College Group should make the decision to close a programme, campus or College or relocate a programme unexpectedly which may impact on a learner's progression.

2. Applies to

- 2.1. Higher Education students at pre-enrolment stage, enrolling and continuing on a degree level programme with the Cornwall College Group.

3. Responsibility

- 3.1. **The Principal and CEO:** for the overarching decision to close a Campus or College.
- 3.2. **The Director of Higher Education:** for the management of the process of programme closure and compensation to students where appropriate.
- 3.3. **Administration/Finance Management:** for processing refunds and compensation payments where necessary, via suitable means i.e. Self, Student Loan Company and Employer/Sponsor.

4. Principles of Refunds and Compensation Payments

- 4.1. In the unlikely event that the College or the Awarding Body or organisation discontinues or does not provide a programme of study or significantly changes the syllabus of a programme, method of delivery or method of assessment of a programme:

- The College will always aim to teach students to the end of their programme unless there is cause to cease teaching midway through due to mitigating circumstances;
- The College will consider and implement any mitigation measures it concludes are reasonable and proportionate in the relevant circumstances, to minimise any disruption to students' studies and experience;
- The College will inform the relevant individuals at the earliest possible opportunity;
- The College will seek to offer the individual a suitable replacement programme at TCCG, subject to the individual student meeting relevant conditions for the programme;
- If the individual does not wish to accept the College's offer of a replacement programme or if the College is unable to offer a replacement programme, an individual will be entitled to withdraw (i) his or her application; or (ii) from the programme (as appropriate) by notifying the College in writing (refer to Suspension of Programmes Policy);
- In the event that the individual student withdraws in the above circumstances, the College will make an appropriate refund of tuition fees, and review any additional payments already made by the student, including any deposits.

5. Refunds for students

Should the College take the decision to close a campus site, programme of study or College and the programme of learning must be terminated a student may be eligible for refund.

The Administration/Finance Management will be responsible for processing the relevant refund as appropriate.

- 5.1 Tuition Fees – In the event that a programme of study is terminated before completion of the qualification the Administration/Finance Management will be responsible for processing the relevant refund to whomever paid the initial tuition fees. If the student is offered and accepts a transfer arrangement onto a new programme of study within the Cornwall College Group or at an alternative provider, where there is reason for compensation, the costings will be measured and an appropriate payment may be made.

- 5.2 Accommodation costs - Where a student is locked into an accommodation contract and is forced to withdrawn or transfer to another campus site, the College will offer an appropriate compensation payment where necessary.
- 5.3 Travel costs - Should the College take the decision to relocate a programme which may incur additional travel costs for a student, an assessment will be made on the mileage difference and an appropriate amount will be agreed between the student and the College. The payment of additional travel costs for students affected by a change in the location of their programme (for example, students with caring responsibilities whose childcare costs increase significantly, perhaps by transferring from a provider with a subsidised crèche to one without)
- 5.4 Student Bursaries - Should the College take the decision to close a campus site, programme of study or College and the programme of learning must be terminated a student who has been awarded a College Bursary will receive payments up until that time.
- 5.5 Maintenance costs - Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study. This may include travel costs, academic materials required and purchased for the sole purpose to meet requirements of the programme of study and fixed accommodation contracts. The amount of compensation payable would be determined case by case and evidence of expenditure would be required. This will also apply to any monies paid relating to any other additional programme costs.

6. Process and Documentation

Complaints Policy

Determination of Higher Education Programme Fees

Higher Education Course Closure, Refund and Compensation Procedure

Bursaries Application.

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