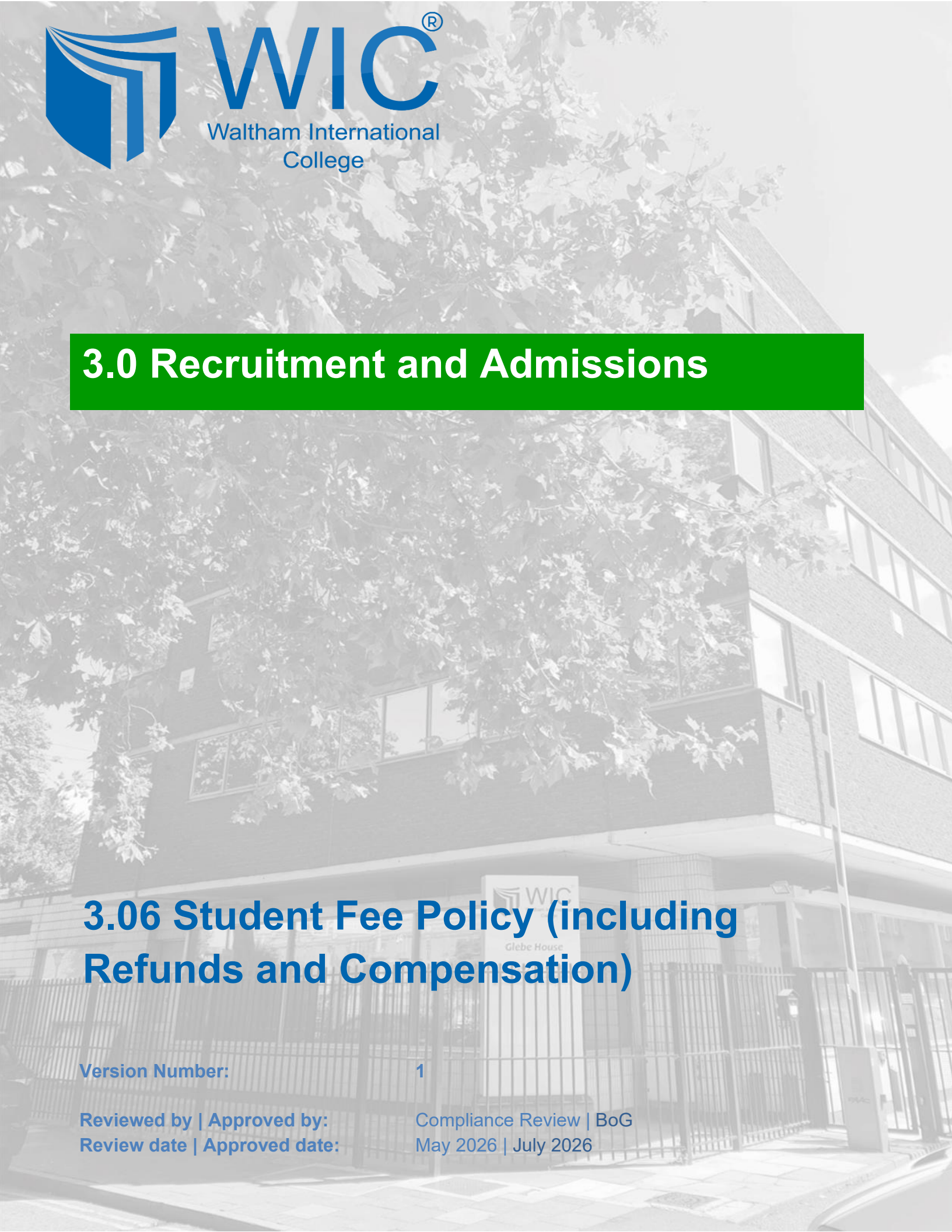
Waltham International College

3.0 Recruitment and Admissions



3.06 Student Fee Policy (including Refunds and Compensation)

Version Number:	1
Reviewed by | Approved by:	Compliance Review | BoG
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Compliance Alignment Statement

This version of the Student Fee Policy (including Refunds and Compensation) has been aligned to current UK and Office for Students requirements as of May 2026. The substantive changes are listed below.

Version Control Statement

Version	Date	Changes	Reason	Author	Next Review
1	Feb 2026	New Policy	Compliance Alignment 2026 (OfS)	QA Compliance Review	August 2027

External Reference Points

- OfS Conditions of Registration
- Consumer Rights Act 2015
- CMA HE Guidance
- OIA Good Practice Framework

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- 1.14 Student Protection Plan
- 3.04 Student Contract
- 3.05 Terms and Conditions
- 3.06 Fee Payments, Debts and Sanctions Policy
- 4.06 Complaints Policy

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1. Purpose

This policy sets out the fees that students may be charged at Waltham International College (WIC), how and when fees must be paid, and students' rights in relation to fees, including rights to cancel, withdraw, defer, or transfer. It also sets out the circumstances in which refunds and/or compensation may be considered.

This policy forms part of the legally binding student contract between the student and WIC and should be read alongside the Terms and Conditions, Fee Payments, Debts and Sanctions Policy, Complaints Policy, and Student Protection Plan. This policy is designed to comply with the Consumer Rights Act 2015, CMA guidance on UK higher education, and the OIA Good Practice Framework.

2. Scope

This policy applies to all applicants and students enrolled on College programmes designated as higher education and/or professional programmes where consumer protection law applies. It applies to home and international students unless a specific written agreement states otherwise.

3. Introduction

(WIC is committed to ensuring that information about tuition fees, payment expectations, and students' financial rights is clear, fair, and accessible. This policy provides an overview of the fees students may be charged, how and when these must be paid, and what happens if fees are not paid. It also sets out the rights of students to cancel, withdraw, defer, or transfer, and the procedures for requesting a refund or compensation where appropriate. This policy forms part of the student contract and should be read together with related regulatory and institutional documents.

4. Key Principles

In setting and administering fees, the College will:

- Provide clear, accurate, and timely information about fees and additional costs before a student accepts an offer and before enrolment
- Treat all students fairly, transparently, and consistently
- Ensure any terms limiting refunds or compensation are fair and lawful under the Consumer Rights Act 2015
- Not charge fees or apply sanctions that are disproportionate, unfair, or contrary to consumer protection law
- Process refund and compensation requests proportionately and based on evidence

5. Definitions

Term	Meaning
Tuition fees	Charges for teaching, learning, assessment, and academic administration
Additional costs	Costs separate from tuition (e.g., materials, specialist equipment, field trips, professional body fees)
Cooling-off period	The 14-day period after the contract is formed (or enrolment, whichever is later) during which a student may cancel
Refund	Repayment of fees for services not yet delivered or not delivered as promised
Compensation	A payment (or fee reduction) to recognise inconvenience, distress, time lost, or additional costs incurred
Material change	A change to core terms, curriculum, or delivery that would, or might reasonably, affect a student's decision to enrol

6. Published Fee Information

Before a student accepts an offer, the College will publish (on its website and/or in offer and enrolment documentation):

- Tuition fees for each programme and intake
- Deposits (if applicable) and payment deadlines
- Payment plans, where available
- What is included in tuition fees
- An indicative list of additional costs and when they may arise
- The circumstances in which fees may change and how students will be notified

The key information provided before the student accepts an offer forms part of the student contract. It cannot be changed without the student's express agreement unless the change is minor and does not materially disadvantage the student.

7. Payment of Fees

7.1 Student Responsibility

Students are responsible for paying fees by the due dates on their invoice and/or payment schedule, unless a sponsor agreement applies. The College will provide clear payment schedules at the point of offer.

7.2 Changes to Fees

The College will only change fees where:

- The change was clearly communicated in advance and forms part of the student contract; and
- The change is permitted by the contract

Where a proposed change is material and may affect a student's decision to study, the College will give clear written notice and explain the student's options, which may include the right to withdraw and receive an appropriate refund for services not yet delivered.

7.3 Sanctions for Non-Payment

Where fees are not paid by the due date, the College may apply proportionate sanctions. Any sanctions applied will be:

- Published clearly in advance (in the Fee Payments, Debts and Sanctions Policy and Terms and Conditions)
- Applied fairly and consistently to all students
- Proportionate and lawful
- Not applied in a way that penalises students for raising legitimate complaints or exercising their consumer rights

Possible sanctions include restriction of access to results, progression documentation, re-enrolment, or award certification. Sanctions will not be applied where fees are genuinely disputed or where a refund request is under consideration.

8. Cancellation, Withdrawal, and Transfers

8.1 Cooling-off Period

Students have a statutory right to cancel the contract within 14 days of the later of:

(a) entering into the contract; or

(b) enrolment, without giving any reason. This is the cooling-off period.

To exercise the right to cancel, the student must notify the College in writing within the cooling-off period (e.g., by email to admissions@wic.ac.uk). The College will acknowledge receipt promptly.

If services begin during the cooling-off period at the student's request, the College may make a proportionate deduction for services already provided, as permitted by the Consumer Rights Act 2015. This deduction will be based on the proportion of the programme already delivered and will be calculated transparently.

8.2 Withdrawal Before Enrolment / Start Date

If a student cancels before their programme starts (outside the cooling-off period), the College will apply cancellation terms set out in the offer/enrolment documentation. Tuition fees paid in advance for teaching not yet started will be refunded. The College may deduct reasonable, genuine costs incurred specifically for the student, but only where these were clearly stated in advance.

8.3 Withdrawal After the Programme Starts

If a student withdraws after teaching has started, refunds will normally be calculated on a pro-rata basis, reflecting the teaching and services received and the period of study. The pro-rata method used will be published clearly, including:

- The liability dates used to calculate fee obligations
- How resits, repeats, and deferrals are treated
- How refunds interact with sponsors or external funders

8.4 Deferral, Interruption, or Programme Transfer

Where a student defers, interrupts, or transfers programme, the College will explain fee implications in writing before the student confirms the change. Fees will be applied fairly and transparently. A credit may be applied to future study where a cash refund is not due.

9. Refunds Where the College Is at Fault

Students may be entitled to a refund and/or fee reduction where the College fails to deliver services with reasonable care and skill, or fails to provide what was promised as part of the contract. Examples include:

- The programme is cancelled and no suitable alternative is provided
- Significant elements of the programme are not delivered (e.g., key modules, facilities, promised placement support)
- Substantial or repeated teaching or timetable failures causing material loss of learning opportunities
- Significant assessment or feedback failures causing demonstrable disadvantage

Remedies may include: repeat performance (putting things right) where feasible; a price reduction (partial refund) reflecting diminished value; and/or compensation for reasonable, evidenced losses directly caused (see Section 9).

Refunds will normally reflect services not received or of reduced value, rather than automatically providing a full refund, unless a full refund is fair in the circumstances.

10. Compensation

The College may consider compensation (in addition to or instead of a refund) where it is fair and proportionate. Compensation may cover:

- Reasonable additional costs incurred due to the issue (e.g., travel or accommodation for rescheduled assessments), supported by evidence

- Loss of learning time not adequately remedied through repeat performance
- Significant distress or inconvenience, where supported by the circumstances

The College will not normally pay compensation for: costs the student could reasonably have avoided; speculative losses; or matters outside the College's control where the College has acted reasonably (see Section 10).

Any cap on compensation will only apply where lawful and fair and will not undermine statutory rights.

11. Events Outside the College's Control

If disruption occurs due to events outside the College's reasonable control (e.g., pandemic, extreme weather, industrial action by third parties), the College will take all reasonable steps to minimise the impact on students and maintain educational provision. The College will not be liable for disruption beyond its reasonable control, provided it has acted reasonably. Students retain their statutory rights in all circumstances.

12. How to Request a Refund or Compensation

Students who wish to request a refund and/or compensation should:

- Submit a written request to sf@wic.ac.uk, setting out the grounds for the request and providing any supporting evidence
- The College will acknowledge receipt within 5 working days
- A decision will normally be communicated within 28 days of receiving all necessary information
- If a student is dissatisfied with the outcome, they may submit a complaint through the College's Complaints Policy (4.06)
- If the complaint is not resolved to the student's satisfaction, the student may escalate to the Office of the Independent Adjudicator for Higher Education (OIA) at www.oiahe.org.uk - this is a free and independent service for students.

13. Related Policies and External Resources

- Fee Payments, Debts and Sanctions Policy (1.19)
- Terms and Conditions (3.05)
- Student Contract (3.04)
- Student Protection Plan (1.14)
- Complaints Policy (4.06)
- Office of the Independent Adjudicator (OIA): www.oiahe.org.uk
- Citizens Advice Bureau: www.citizensadvice.org.uk
- Student Loans Company: www.gov.uk/student-finance

14. Appendices

14.1 Appendix 1: Refund/Compensation Form Template

WALTHAM INTERNATIONAL COLLEGE - Refund / Compensation Request Form

SECTION 1: STUDENT DETAILS

Full Name:	_____	**Student ID Number:**	_____
Programme of Study:	_____	**Year/Level:**	_____
Email address:	_____	**Contact Number:**	_____

SECTION 2: TYPE OF REQUEST (select One)

- ☐ **Refund**
- ☐ **Compensation**
- ☐ **Both Refund and Compensation**

SECTION 3: REASON FOR REQUEST

Please select the main reason and provide details:

- ☐ Withdrawal within 14-day cancellation period
- ☐ Withdrawal after programme start (Term 1 / 2 / 3 – specify)
- ☐ Suspension / Interruption
- ☐ Programme change or transfer
- ☐ Programme or campus closure
- ☐ Service failure (teaching, assessment, facilities)
- ☐ Other (please specify)

Description of Issue (Include dates, what happened, and the impact on your study):

SECTION 4: EVIDENCE PROVIDED (ATTACH SUPPORTING DOCUMENTS WHERE RELEVANT)

SECTION 5: PAYMENT DETAILS

Refunds will be returned to the original payer using the same payment method, where legally and financially appropriate:

Name of Original Payer: _____
Payment Method Used: _____
If sponsored: Sponsor name and Contact _____

SECTION 6: DECLARATION

I confirm that the information provided is accurate and that I understand the College's Refunds and Compensation Policy.

Signature: _____ **Date:** _____

14.2 Appendix 2: Refund/Compensation Email Template

Subject: Refund/Compensation Request – *Full Name* – *Student ID*

Dear Finance Team,

I am writing to request a refund and/or compensation in accordance with the College's Refunds and Compensation Policy.

Student Details:

- **Full Name:**
- **Student ID:**
- **Programme:**
- **Contact Number:**

Type of Request:
Refund / Compensation / Both (select one)

Reason for Request:
(Provide a clear explanation of the issue, including key dates, what occurred, and the impact on your studies. If relevant, refer to withdrawal, programme changes, service disruptions, etc.)

Evidence Attached:
(List documents or screenshots)

Original Payer and Payment Method:
(Required for refund processing)

I look forward to your acknowledgement and further guidance on the next steps, in line with the standard decision timescales.

Kind regards,
Your Name