

## **London School of Academics Refund and Compensation** **Policy (2019-2020)**

### **Refunds:**

London School of Academics appreciate that there could be times where you may seek a refund for a course you have enrolled on, the following outlines details on refunds in relation to courses:

Refunds for students in receipt of a tuition fee loan from Student Loans Company:

You are charged according to terms of attendance, where a student attends two weeks of a term or more: there will be no refund for that term. Where a student is entitled to a refund in relation to the above condition, then this would be arranged by the Student Loans Company.

We are happy for students to suspend their studies for completion at a later period, providing it is within two years of registration of the course, however this is subject to if we are running the same course or an equivalent course at the time you want to resume your study.

For more information on tuition fee loans or maintenance loans visit our information page:

<http://www.londonschoolofacademics.com/fees-and-finance.php>

Refunds for students who pay their own tuition fees:

We charge according to terms of attendance, where a student attends two weeks of a term or more there will be no refund of fees. Where a student is entitled to a refund in relation to the above condition, they must request it. We will aim to administer refund requests as soon as possible but there may be times due to busy periods where it could take two or three weeks to be processed.

We are happy for students to suspend their studies for completion at a later period, providing it is within two years of registration of the course, however this is subject to if we are running the same course or an equivalent course at the time you want to resume your study.

Refunds for students whose tuition fees are paid by a sponsor:

We charge according to terms of attendance, where a student attends two weeks of a term or more there will be no refund for that term. Where a student is entitled to a refund in relation to the above condition, they must request it. We will aim to administer refund requests as soon as possible but there may be times due to busy periods where it could take two or three weeks to be processed.

We are happy for students to suspend their studies for completion at a later period, providing it is within two years of registration of the course, however this is subject to if we are running the same course or an equivalent course at the time you want to resume your study.

Refunds are returned through original method of payment, for fees paid through card; they will be credited back to the card used to make the original payment. We will not refund shortfalls due to for example interest, charges incurred or exchange rate fluctuations.

Registration fee:

Registration fees are non-refundable as they are paid to the course awarding body.

Bursaries:

London School of Academics will honour any commitment made to pay student bursaries through paying such, however we will not pay student bursaries where a student withdraws after two weeks of attendance on a course.

Compensation:

London School of Academics appreciate there may be circumstances where it is not possible to preserve continuation of study such as relocation; as a small provider we do not pay travel costs and as we do not offer services such as a creche, we do not pay affected students costs for child care.

London School of Academics is a small provider which charges tuition fees termly as in the event that there are circumstances where refund or compensation is due it will be financially possible to pay out of our student refund and compensation fund. The conditions with regards to refunds has been stated above, with regards to compensation we can offer compensation for the following:

Provider Closure:

Where students are enrolled on a course with us (have attended two weeks or more of a term by which they have paid tuition fees) in the event we are unable to preserve continuation of study due to closure we will compensate learners for maintenance costs, lost time and tuition. We understand that students would need support with transfers to other providers, this is a measure that will be taken. Compensation will be paid for the weeks of the term you are not able to attend due to provider closure. This is calculated through the division of the amount of the tuition fee paid for the term (not the remainder of your course) by the weeks of the term, then this amount will be multiplied by the remaining weeks. We will pay £50 in addition.

For example: This is an illustrative example only of how we <u>use the formula</u> to calculate compensation.	
Term fee: £1,500	$£1,500 / 12 = £125$
Weeks of term: 12	$£125 \times 4 = £500$
Remaining weeks unable to attend: 4	+ £50
Additional amount: £50	Total amount in compensation: £550

Course Closure:

Where students are enrolled on a course with us (have attended two weeks or more of a term by which they have paid tuition fees) in the event we are unable to deliver the course which results in students transferring providers, we will compensate where appropriate for maintenance costs and tuition. We understand that students would need support with transfers to other providers, this is a measure that will be taken. Compensation will be paid for the weeks of the term you are not able to attend due to course closure. This is calculated through the

division of the amount of the tuition fee paid for the term (not the remainder of your course) by the weeks of the term, then this amount will be multiplied by the remaining weeks. We will pay £50 in addition.

For example: This is an illustrative example only of how we <u>use the formula</u> to calculate compensation.	
Term fee: £1,500	$£1,500 / 12 = £125$
Weeks of term: 12	$£125 \times 4 = £500$
Remaining weeks unable to attend: 4	+ £50
Additional amount: £50	Total amount in compensation: £550

#### Suspension of course delivery:

Where students are enrolled on a course with us for two weeks or more of a term by which they have paid tuition fees for the term suspended (in the event of extreme weather conditions or national warnings compensation will not be paid) we will compensate where appropriate for maintenance costs, loss of time and tuition where a student transfers provider.

The compensation for maintenance costs and loss of time would be £50 for students not transferring to another provider.

The compensation for tuition, loss of time and maintenance costs where a student transfers in the event of course suspension will be for the weeks of the term you are not able to attend due to suspension. Compensation will be calculated through the division of the amount of the tuition fee paid for the term (not the remainder of your course) by the weeks of the term, then this amount will be multiplied by the remaining weeks which have been suspended.

For example: This is an illustrative example only of how we <u>use the formula</u> to calculate compensation.	
Term fee: £1,500	$£1,500 / 12 = £125$
Weeks of term: 12	$£125 \times 4 = £500$
Remaining weeks unable to attend: 4	Total amount in compensation: £500

Compensation is paid through bank transfer to the student's account and not cash.

Please note that amount paid to each student is dependant on amount in the refund and compensation fund and the number of students that have to be paid compensation, therefore we cannot guarantee the full amount of compensation paid.

Drafted: Sheila Singh (Managing Director)

Approved: Soni Singh (Curriculum Manager) and Charlotte Saunders (Student Welfare Officer): 2<sup>nd</sup> of April 2019

Approved: Board of Governance: 6<sup>th</sup> of May 2019

Annual review: 8<sup>th</sup> of April 2020