

Refunds and Compensation Policy

Approving committee:	Executive Board
Minute reference:	EB/6/19/10
Document owner:	Academic Services - Education Policy and Quality
Key Contact(s):	Stuart Bell; Hilary Glover
Date of Equality Impact Assessment:	02/09/2019
Equality Impact Assessment Outcome:	No impact
Latest review date:	08/04/2022
Next review date:	31/07/2026

The aim of this policy is to detail how the ICR manages refunds, covering a range of plausible scenarios across both research and taught programmes and ensuring that our stance on compensation is fair and clear. However, the policy allows for some flexibility to deal with individual cases as appropriate.

The ICR maintains cash reserves which would be sufficient to provide refunds and compensation to any students for whom continuation of study would not be possible.

Notes

- Any rules within the grant conditions which cover the refund of fees will take precedence over this policy.
- The ICR is not able to refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
- Refunds will be made in GBP, directly to the payee and cannot be made to any third party, even where the payee has been reimbursed to cover these costs.
- The amount refunded will include any discounts applied at the time of payment of fees.
- Where relevant, students are normally expected to pay the full annual fee at the point of registration or re-registration. Fee tables [are published here](#).

When a refund is due

- Fees are paid to cover the period of registration. Therefore, students who withdraw* after enrolment will be liable for a proportion of the fees based on time spent registered.

**withdrawal also covers deferral, termination and transfer to another HEI.*

- For students interrupting, the equivalent proportion of the fee for the interruption period will be subtracted from the balance due in the next academic year.
- Research students submitting prior to the end of the studentship but who remain registered and therefore continue to receive their stipend, will not be eligible for a refund.
- Students who do not remain registered following submission can apply for refund pro-rata.
- Refunds of tuition fees will also be made if the ICR is no longer able to provide a course or programme and no suitable alternative can be found.

- Where exceptional circumstances apply, full or part refunds may be made at the discretion of the Registrar or designated deputy.
- Administration fees charged for the administering of an instalment plan will not be refunded.

Calculation of refund

- Research degrees: Refunds are pro-rated by day based on time remaining in the academic year after withdrawal.
- Taught courses: Refunds are pro-rated by number of credits for modules not attended (in person or remotely). Payment is due from the student for those modules attended (in person or remotely) in part or in full.
- The administration costs at the point of registration will also be considered:
 - Any application fee will not be refunded
 - The ICR reserves the right to charge an administration fee for processing refunds but this will be made clear at the offer stage.

Compensation

Should it be necessary to activate provisions under the Student Protection Plan, the ICR will seek to ensure that any compensation will be tailored to take into account the needs of different students.

- Any compensation payments deemed appropriate would take into account material financial loss that occurs as a direct consequence of non-continuation of study, such as visa costs. Students will be asked to provide evidence of this.
- General living expenses and any other consequential losses are normally not compensated.
- In-programme relocation costs will not normally be considered for compensation unless the new main study location is outside the Greater London area.
- In reviewing compensation, the ICR will always take into account individual circumstances and will particularly look at the impact on any family and caring responsibilities, and/or access requirements.

In all cases a panel comprising the Registrar or designated deputy, Director of Finance or designated deputy, and a member of the Academic Dean's Team will take the final decision with regards to compensation, though the student may appeal through the relevant process.

The following are examples of when the Student Protection Plan could be activated, with indication of whether compensation may be due in these cases:

- Where it is possible to teach out a course, the ICR will not normally refund any tuition or other fees, or offer any compensation except where there are exceptional circumstances – for example, where reasonable adjustments are required for individuals.
- On the rare occasion that a student's supervisor leaves the ICR and no alternative arrangement is found where the student remains registered at the ICR, the Student Protection Plan would be triggered and the student could transfer to another provider with their supervisor. If the fees of the new provider exceed those which the student would have paid to the ICR, the ICR will consider compensation if fair.
- Where an international student has applied for a study visa to come to the ICR and the ICR has made changes to the programme which are no longer reasonably viable for the individual or the ICR has subsequently lost its Student Sponsor Licence, then the student would still be reimbursed the cost of the study visa application and the health surcharge so that they can re-apply elsewhere if necessary.

Students have the right to appeal against any final decision made regarding refunds or compensation and should refer to the Review Procedure. This also includes details on requesting a further review by the Office of the Independent Adjudicator for Higher Education where the student is not satisfied with the outcome of the review process.