



ACMET LONDON COLLEGE

Tuition Fee Refund and Compensation Policy

1. Purpose

1.1 The purpose of this Tuition Fee Refund and Compensation Policy is to provide guidance on when Acmet London College may make refunds of tuition fees and consider making compensation to students.

2. Policy Statement

2.1 Refunds to student tuition fees will only be made to the original source. Where the tuition fee is paid by Student Loan Company (SLC) Acmet London College will make refund to the SLC. Where the tuition fee is paid directly by the student a refund will be made to the country and the student account from which the money was paid to Acmet London College. Where the tuition fee is paid by an external sponsor a refund will be made to that sponsor.

2.2 Compensation to students will only be considered in circumstances where Acmet London College has been unable to deliver a learning experience service to students, as stated in the Student Handbook, or has accommodation issues such as having to move premises. In either circumstances Acmet London College will seek to make arrangements to ensure the student learning experience is maintained.

2.3 This Tuition Fee Refund and Compensation Policy should be read in conjunction with Acmet London College's Terms and Conditions

3. Tuition Fee Refunds

3.1 Acmet London College will only consider claims for refunds of tuition fees under the following circumstances:

- (a) Where a student withdraws from his or her course of study
- (b) Where Acmet London College decides to terminate the student's course of study.

3.2 Refunds request must be submitted in writing by email to

info@acmet.co.uk

3.3 Student Loan Company

- (a) Where the student has been formally liable for tuition fees from the start date of their course of study.
- (b) Once a term/semester has started, the student is liable for the full fee for the term regardless of whether the student withdraws or interrupts his/her course of study during the term/semester

(c) Where a student agrees to take a tuition fee loan, but then changes his or her mind, the student will be responsible for paying back to the SLC the full amount of the loan up to the latest point of liability (normally first day of each term/semester)

(d) Where the student withdraws or interrupts his or her studies after the start date of a term in any one academic year, the tuition fee will be due for repayment irrespective of the date of withdrawal/interruption. This is detailed in the table below.

Date of withdrawal or interrupt of studies	Percentage of Annual Tuition Fees Due from SLC	Percentage of Annual tuition fee due
After start date of Term 1	25%	33%
After start date of Term 2	50%	67%
After Start date of term 3	100%	100%

3.4 Policy for self-funded students is as follows:

(a) Where a student decides to withdraw from the course prior to the course start date any fee deposits made by the student are non-refundable.

(b) Once a term has started, the student is liable for the full fee of the term. This applies where the student decides to withdraw from the course during the term.

(c) Any tuition fees paid by the student for terms following that in which the student withdraws will be refunded by Acmet London College to the student.

3.5 Policy for externally sponsored students is as follows:

(a) Where a student decides to withdraw from the course prior to the course start date any fee deposits made by the sponsor are non-refundable.

(b) Once a term has started the sponsor is liable for the full fee of the term. This applies where the student decides to withdraw from the course during the term.

(c) Any fees paid for terms following that in which the student withdraws will be refunded to the sponsor.

4.0 Pearson Registration Fee

4.1 Payment of the Pearson registration fee by the student or a sponsor is non-refundable. This reflects Pearson's policy. Should a student or sponsor wish to seek a refund of the registration fee the matter should be taken up by the students directly with Pearson.

5.0 Student Bursaries

5.1 Acmet London College will honour any bursary paid to a student should the student transfer to another institution to complete their programme of study. The bursary will only be honoured should the reason for the transfer to another higher education provider be a result of Acmet London College Higher Education closing the course or no longer being able to offer the course due to, for example, closure or non-continuation of the College.

6.0 Compensation

6.1 Acmet London College aims to ensure that the student learning experience, as described in the Student Handbook and detailed in the Pearson BTEC HN Business Specification for First Teaching September 2021 (https://qualifications.pearson.com/content/dam/pdf/BTEC-Higher-Nationals/Business/2021/9781446968406_HNCD_L45_BUSI_RQF.pdf), is delivered and maintained at all times. On the rare occasion that Acmet London College there may be a disruption to the normal pattern of teaching and learning Acmet London College will ensure that no student is disadvantaged and that all teaching and learning is delivered. Where, for example, a lecturer may be absent for a period of two weeks or more Acmet London College will compensate by providing another teacher or ensuring the teacher provides extra teaching sessions to catch up from the time period absent. In addition, Acmet London College's VLE will be enhanced to provide additional learning support materials.

6.2 Where Acmet London College has accommodation issues the same principle of ensuring delivery of teaching and learning according to the Student Handbook will be adhered to. Where the building in which the College's premises are located is not available for a period, for example due to health and safety reasons, Acmet London College will either provided extra teaching sessions to catch up or find suitable temporary alternative accommodation should the building remain unavailable for an extended period.

6.3 Where Acmet London College moves its location to different premises students will be consulted and account taken of any inconveniences likely to be caused. If students incur additional transport or other bona fide costs associated with attending Acmet London College in new premises consideration will be given to compensation. The College would pay additional travel costs for a student affected by a change in location. For payment to be made the student would need to produce evidence of the additional travel costs incurred. Acmet London College would endeavor to ensure that any change in premises would not adversely affect its student body.

6.4 Acmet London College will endeavor at all times to ensure that it preserves continuation of study. Where events would not permit continuation of study the College would consider compensation claims by a student for maintenance costs and lost time. Any compensation in this respect would be based on the student producing objective evidence to demonstrate loss of maintenance and lost time.

6.5. Where a student has to transfer to another higher education provider to complete their programme of study Acmet London College will consider making compensation for tuition and maintenance costs. This would only apply where Acmet London College was itself unable to continue delivering the course to the student due to, for example, sudden closure of the College, immediate loss of Centre approval by Pearson or other circumstances outside of the control of the College. Acmet London College will, at all times, endeavor to ensure that the student could continue and complete their programme of study at the College.

6.6 Claims for compensation made by a student or group of students will be considered by a Compensation Panel consisting of the Principal, Director of Quality Assurance and the Student Support Officer. The panel will adopt an evidence-based approach and deal with any claims made sympathetically. The Panel will also develop an approach to compensation when a cohort of students or all students are affected by a significant disruption. Any student or group of students not satisfied with the College's approach to compensation can use the College's Complaints Policy and Procedure.

5. Complaints

5.1 If a student has a complaint related to this Tuition Fee Refund and Compensation Policy Acmet London College's Complaints policy and Procedure should be used . The Complaints Policy states that all efforts should be made to resolve a complaint informally before resorting to making a formal complaint.