



SEVERN  
BUSINESS  
COLLEGE

## Refund and Compensation Policy

*(non-preservation of continuation of study)*

The purpose of this policy is to set out the arrangements for the refund of fees that apply to learners, in the event that learners are no longer able to preserve continuation of study. It aims to provide a clear and simple framework, so that learners can understand when they may be entitled to compensation or a refund of fees.

### Refunds

"In the event the College is no longer able to run the course for any reason, then the College will refund the outstanding course duration, course fees"

This applies to all College students, irrespective of the funding arrangements for their education programme, including:

- Students who pay their own fees.
- Students whose fees are paid by an employer or sponsor or loan company.

In the event of a course closure, refunds will not be paid to those learners who have:

- Voluntarily left the course.
- Not attended for a period of four weeks prior to closure without previously agreeing a period of planned absence in writing to the College.

Fees will not be refunded where course closure is temporary or due to circumstances beyond our control, including but not exclusive to fire, flood or other force majeure, adverse weather conditions, failure of public utilities or transport systems/networks, restrictions imposed by the government, terrorist attack or threat of, epidemic or pandemic disease, temporary staff absences or changes including those due to industrial action.

### Refund Process

For a refund request, learners are requested to fill in the Cancellation of Course and Fees Refund Form, which is available on the College website in downloads section or [www.severnbusinesscollege.com/pdf/ccfrf.pdf](http://www.severnbusinesscollege.com/pdf/ccfrf.pdf)

### Transfer to Alternative Provider

The following rules apply to transfer where a student:

- Decides to transfer to alternative provider to a course with similar fees; no charge will be made.

- Decides to transfer to alternative provider to a course with a higher fees the student will pay the difference between the fees.
- Decides to transfer to alternative provider to a course with a lower fees the student will be refunded the difference between the fees.

### **Compensation for Change of Location or Lost Time**

In the event that there is a change in the study location (which was not notified to the student prior to the commencement of the academic year) the College will consider appropriate compensation for additional travel or other costs directly attributable.

For lost time the following guidelines will apply in such cases:

<b>Level of Lost Time</b>	<b>Indicative Compensation</b>
Moderate (course studied for less than 6 months)	£100-£300
Substantial (course studied for 7-15 months)	£300-£500
Severe (course studied for 16-24 months)	£500-£1000

The above amounts are indicative only and any compensation payments will be determined by the specific circumstances applicable to the student and study mode (dl/bl).

### **Financial Implications of Refund and Compensation Policy**

The College maintains cash reserves to provide refunds and compensation for those affected students.