Refund and Compensation Policy/Procedure

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Purpose

The purpose of this policy is to ensure that students are clearly informed of the procedures to follow should they become eligible for a refund or compensation. It sets out the eligibility criteria and the specific circumstances under which students may be entitled to refunds or compensation, in line with the requirements of the Office for Students (OfS) and consumer protection legislation. At the time of enrolment and prior to the commencement of studies, AA London College will provide applicants with clear, accurate and comprehensive information regarding their course, timetable, mode of delivery, and location. Course programmes are carefully planned in advance to minimise the risk of disruption to students.

In the rare event that changes are required, such as alterations to programme content, delivery arrangements, or campus location, AA London College will inform students promptly and transparently of any potential impact. Where such changes constitute a material change and result in a disadvantage to students, they may be entitled to a refund of tuition fees or compensation for reasonable additional costs incurred.

Students will be informed in advance, where applicable, of the possibility of campus relocation or programme modification prior to accepting an offer of admission, enabling them to make an informed decision.

Objectives

AA London College is committed to complying with the requirements of the Office for Students (OfS) and to treating students fairly, transparently, and consistently.

This policy applies to:

- All students enrolled on programmes delivered by AA London College;
- Students who pay their tuition fees directly to the College;
- Any individual or organisation making tuition fee payments on a student's behalf.

Refunds

Once an unconditional offer of a place at AA London College has been accepted and the student has commenced the course, the student becomes liable for tuition fee payments. For further details regarding tuition fee liabilities, the student should refer to the Fee Policy on College's website.

Withdrawal Within 14 Days of Course Commencement

If a student (or the person paying the tuition fees on the student's behalf) decides not to continue with the course, a formal withdrawal request must be submitted to the Administration Department within 14 calendar days from the official start date of the course.

In such cases:

- Any tuition fees paid for the first term will be refunded in full;
- The refund will be processed within 10 working days from the date the withdrawal request is received;
- No additional claim is required.

Withdrawal or Suspension After 14 Days

If a student withdraws or suspends their studies after 14 calendar days from the start of the course, tuition fee liability will apply as follows:

- **Withdrawal/Suspension in Term 1:** 25% of the annual tuition fee is payable;

- **Withdrawal/Suspension in Term 2:** A further 25% of the annual tuition fee is payable (total 50%);
- **Withdrawal/Suspension in Term 3:** 100% of the annual tuition fee is payable (after attendance at the first class of Term 3).

Refunds for Fees Paid in Advance

Where tuition fees have been paid in full in advance, any overpayment will be refunded automatically, without the need for a separate claim, as follows:

- **Withdrawal/Suspension in Term 1:** 75% refund of the annual tuition fee;
- **Withdrawal/Suspension in Term 2:** 50% refund of the annual tuition fee;
- **Withdrawal/Suspension in Term 3:** No refund of tuition fees.

Method of Refund

All approved refunds will be made to the original payer of the tuition fees.

Programme or Campus Closure

If AA London College decides to close a programme or campus, students will be offered the opportunity to transfer to an alternative campus or to a suitably modified programme, where available.

If a student chooses to decline the alternative option offered:

- Any tuition fees paid in respect of the affected programme will be refunded;
- Where there is a difference in tuition fees between the original and the alternative programme, the difference will be refunded or charged accordingly.

Tuition fees will not be refunded where programme or campus closure arises due to force majeure events beyond the College's reasonable control, including but not limited to flood, epidemic or pandemic disease, war, civil unrest, or natural disasters.

Exclusions from Refunds

Refunds will not be provided in the following circumstances:

- Where a student has been suspended or expelled in accordance with the College's regulations;
- For payments made for learning materials or services provided by third parties on behalf of the student, including but not limited to registration fees, learning materials, or printing costs;
- No interest will be paid on any refunded fees or deposits.

Refund Requests and Appeals

Except for automatic refunds processed following withdrawal within 14 days of course commencement, students who believe they may be eligible for a refund should contact the Administration Department to discuss their circumstances.

Where appropriate, students may submit a formal complaint in line with the College's Complaints Policy, available on the College website. Refund decisions will normally be made within a reasonable timeframe following receipt of all relevant information. Where a decision is made to approve a refund, payment will be processed within 10-15 working days of the decision being confirmed.

Compensation

AA London College is committed to ensuring that all programmes are delivered as advertised and described to students at the point of enrolment.

In the event that a programme is discontinued part-way through delivery or a material change is made to delivery arrangements, the College will endeavour to:

- Support students in achieving an appropriate exit award or partial certification, where applicable;
- Assist students in transferring to suitable alternative providers offering similar provision;
- Provide appropriate welfare and pastoral support to minimise distress and disruption.

Eligibility for Compensation

A student may be eligible for compensation where, as a direct result of a decision made by AA London College, the student is required to transfer to another campus or provider and incurs demonstrable additional costs, such as increased travel, accommodation, or maintenance expenses. This will exclude students who accepted an offer of admission having been informed in advance of the likelihood of relocation or programme changes.

Compensation Claims Process

- Affected students will be invited to apply for compensation once the relevant change has taken place;
- Students must provide evidence demonstrating the material financial disadvantage suffered, including increased costs or lost time;
- Each claim will be assessed on an individual basis.

Where a claim is upheld:

- The compensation amount and payment arrangements will be determined by the College;
- The decision and payment plan will be communicated in writing to the student;
- Any compensation awarded will be paid directly into the student's bank account.

Review and Appeals

If a student is dissatisfied with the outcome of a compensation claim, they may request a review of the decision. Should the student remain dissatisfied following completion of the College's internal procedures, they may pursue the matter in accordance with the Complaints Policy and any applicable external review processes.

Any queries regarding the release or processing of compensation payments should be directed to the Principal of AA London College.

Review of the Policy

This policy is reviewed periodically to ensure continued compliance with regulatory requirements, consumer protection law, and sector best practice. Any updates will be communicated to students via the College website and other appropriate channels.