

Refund and Compensation Policy

Purpose

The purpose of this policy is to set out the circumstances in which you will be entitled to apply for a refund of fees, or for compensation.

This policy also sets out the process for application for refund and/or compensation, whilst ensuring The College of Legal Practice complies with all legal and accounting regulations.

The measures contained in this policy are in addition to the protection that all students have under consumer protection law, and do not affect their consumer rights.

Applicability

This policy is applicable to:

All students enrolled or seeking to enrol with the College for a module or a fully recognised Higher Education qualification programme irrespective of whether you are in receipt of a student loan, are sponsored, or pay your own fees. It includes modules and full programmes but is not applicable to Short Courses, which are non-refundable.

Student Protection Plan

The College of Legal Practice's [Student Protection Plan](#) sets out our commitment to protecting students in the unlikely event of discontinued study. In some cases, the possible remedies we offer under the [Student Protection Plan](#) include a refund of fees and/or compensation. If you wish to claim a fee refund or compensation, you should follow the process set out below.

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Guidelines

1. Fee refunds: when is a refund payable?

Whether a refund or partial refund is payable will depend on a combination of factors: the Student Terms and Conditions, Fee Schedule for the programme or module, whether exceptional circumstances are evident, and the payments made to date.

The College regards exceptional circumstances to be matters which were: unforeseen; manifested after payment of tuition fees; and made continuing study impracticable at that time. Students should refer to the Exceptional Circumstances Policy to establish whether their circumstances may constitute exceptional circumstances, and deem them eligible for a refund which would not ordinarily be granted.

If you have long-term problems which affect your studies, you should always let us know. You may be able to access some additional support from the College. You may also wish to think about suspending your study through a Leave of Absence

No application for a refund of tuition fees will be considered unless an application for a Leave of Absence, Transfer (as defined within the Student Terms and Conditions) or withdrawal has been fully approved and processed by the College. In other words, students who are continuing to study on a module or programme will not be eligible for refunds during their course of study, unless exceptionally approved. This will be considered on a case-by-case basis by the Student Services Manager.

2. Overpayment

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Any overpayment of tuition fees arising from a transfer of studies or a Leave of Absence will be automatically carried forward into the next academic year. These funds will be used to offset any fee liability upon resumption of studies.

You can, however, make a formal application for a refund at the point of transfer or Leave of Absence, if the date of transfer or Leave of Absence falls before the instalment due date for the module which you are transferring from. If the instalment due date has already passed when you choose to transfer, there will be no refund applicable, but any fees already paid will be applied to the new intake.

If you choose to withdraw from a module or programme and, at the date of withdrawal, you have made overpayments of your course fees (for example, by paying in full or paying an instalment before it is due), you can request a refund at the point of withdrawal for any fees paid where the instalment due date for those fees has not yet passed.

In the very unlikely event of The College cancelling a programme or module, the College's [Student Protection Plan](#) will be followed. A full refund of tuition fees will be made in the case of payments already received on request by you, including any deposit.

3. Refunds

Save for where a course starts during the Cooling Off Period, you can cancel your enrolment on a programme or module within 14 days of acceptance ("Cooling Off Period"). If you notify the College of your cancellation from a module or programme during the Cooling Off Period, you will receive a full refund of the tuition fee (including any deposit). Where the course starts within the Cooling Off Period, because for example the student has accepted their place late, the

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College reserves the right to keep reasonable costs associated with the service that the student has received within the Cooling Off Period.

The deposit is non-refundable after the Cooling Off Period.

Outside of the Cooling Off Period, course fee instalments are non-refundable after their due date. The due date for each payment will be contained within the invoice sent to you when you enrol. For example, first instalments are due 14 calendar days before the start date of the module or programme; if you notify us of your withdrawal from a module or programme at least 14 calendar days before the start date, you will receive a full refund of any instalments paid, with the exception of the non-refundable deposit. If you notify us of your withdrawal from a programme less than 14 calendar days before the Course Start Date, you will not receive a refund of the first instalment as the due date will have passed, but you can receive a refund for any later instalments (provided their due date has not yet passed), with the exception of the non-refundable deposit.

For the avoidance of doubt, course fee instalment due dates are based on the standard due dates as set out the course [Fee Schedule](#) for the relevant programme or module. Any adjustments to the instalments which may be made for individual students following an individual payment plan are not relevant for the purpose of determining what is refundable or what fee the student remains liable for. For example, if a payment extension is granted to a student because of exceptional circumstances, the original payment

4. Fee Appeals Process

If you have cancelled or withdrawn from your course and are still liable for some or all of the fees for the course and therefore not

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eligible for a refund you have the right to appeal against this decision using the process outlined below.

If you wish to appeal against a decision that you are ineligible for a refund, you should email studentsupport@collegalpractice.com, summarising your basis for believing that you should receive a refund, and supplying evidence to support your claim where possible.

This email and evidence will be presented to the Chief Operations Director. Once the Chief Operations Director has determined whether or not circumstances exist which warrant the refund, they will notify the applicant of the decision as soon as is practicable including a statement of reasons for the decision.

If you are withdrawn from a programme or module, the refund appeal should be submitted within 14 calendar days.

5. Transfer and Leave of Absence

No fee adjustments or refunds will be given unless you specifically request it. If requested, we will reimburse any over-payment, otherwise it will be carried forward on your account and credited against your new course fees

6. Compensation

Should the College be unable to preserve the continuation of study for the student, the College will offer reasonable compensation for additional tutor costs, maintenance costs, lost time or distress and inconvenience caused due to stopping the course or transferring to another course or provider. This is outlined in the [Student Protection Plan](#) and the level of compensation must be approved by the Chief Operations Director.

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7. Refund for additional costs or expenses

Should the College change the location of its courses or face-to-face sessions, without adequate notice (i.e., at least one month prior), the College will refund reasonable additional travel or accommodation costs. Students need to provide appropriate evidence of the additional expenditure incurred that was not able to be refunded by the travel or accommodation provider. This is outlined in the [Student Protection Plan](#) and each refund must be approved by the Chief Operations Director.

8. Refund authorisation process

On receipt of a refund request the College will complete a refund request form and process the refund

9. Payment of the refund or compensation

Once the refund or compensation has been approved, the payment will be returned to the original payer using the same method of payment as the original remittance whether credit/debit card or BACS payment. This is to ensure that the College complies with anti-money laundering requirements.

Once approved, please allow 14 working days for the payment to be generated.

All refunds will be calculated in UK GBP. The College will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

Where payment of tuition fees was split between more than one payer, any refund due will be made in proportion to the original split.

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Cash receipts are not accepted, and equally cash refunds cannot be made.

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