



## Version Control Statement

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	Amendments made to ensure CMA compliance following validation partner guidance.		23/03/26	Operations Team

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# Refund and Compensation Policy

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## 1. Introduction

- 1.1. This policy should be read in conjunction with the Futureworks Undergraduate Terms & Conditions.

## 2. Refunds due to overpayment

- 2.1. Where an overpayment occurs (including where both the Student Loans Company and the student/third party have paid), Futureworks will refund the overpaid amount to the original payer unless the student opts in writing to carry the balance forward against the next academic year's fees.
- 2.2. Refunds will normally be made to the original payment method/account. Where this is not possible (e.g. expired card), Finance will arrange an alternative method once standard verification checks are completed.
- 2.3. Where an overpayment arises because a payment from the Student Loans Company (SLC) (or other funding body) is received in addition to a student payment, the overpayment will be refunded in line with this policy unless otherwise directed by the student.
- 2.4. To arrange a refund, please email Finance at [finance.team@futureworks.ac.uk](mailto:finance.team@futureworks.ac.uk) (subject line: Overpayment refund – [Your Name] – [Student ID]) and include: your Student ID, course and term, the amounts and dates of both the SLC and personal payments, and supporting evidence (e.g., SLC notification/payment schedule and proof of personal payment). Finance will confirm any credit on your account and will refund to the original payment method/payer unless you instruct otherwise and it is lawful and practicable to do so. If any other sums are outstanding to Futureworks, the overpayment may first be applied to those balances. Timeframes: once Finance confirms eligibility, refunds are normally processed within 14 calendar days and may take an additional 3–5 working days to appear depending on your bank/card provider. Where required by SLC rules, part or all of the overpayment may be returned to the SLC first, with any





remaining balance then refunded to you. For general advice or help compiling the evidence, you may also contact Student Services.

### 3. Refunds as a result of student withdrawal

- 3.1. In the event of a student withdrawing from a programme of study, the student must indicate that this is their firm intention by completing a Withdrawal Form, also available from the Student Services team. Once notice of withdrawal from a programme of study has been received, the balance of the student's account will be calculated and the necessary adjustment in the fees due will be made. This may result in a revised invoice requiring payment or may result in a refund. The balance is calculated on the following basis:
  - 3.1.1. Withdrawal before enrolment: 0% of the total tuition fee for the academic year is charged
  - 3.1.2. Withdrawal in term 1: 25% of the total tuition fee for the academic year is charged
  - 3.1.3. Withdrawal in term 2: 50% of the total tuition fee for the academic year is charged
  - 3.1.4. Withdrawal in term 3: 100% of the total tuition fee for the academic year is charged
- 3.2. A student considering withdrawing from their studies should first discuss the matter with their Personal Tutor, or a member of the [Student Services Team](#), so their decision is based on a clear understanding of the consequences of withdrawing from all classes, including any liability for outstanding fees.
- 3.3. Once the withdrawal procedure has been completed, the [Tuition Fee Team](#) will formally notify the student of their outstanding fee liability (if any), or will make the necessary arrangements for the refund of fees, per the above calculation.
- 3.4. You may choose to direct any overpayment towards the costs of another Futureworks programme, such as a short training course.





### 3.5. Non-tuition refunds:

3.5.1. Optional trips/workshops not yet delivered – refundable unless non-recoverable third-party costs have been committed and this was clearly stated at the point of purchase.

3.5.2. Prepaid services with real-time consumption (e.g. printing credit) – unused balances above £5 refundable on request at withdrawal; balances of £5 or under will be forfeited unless required by law to refund.

## 4. Other refunds

4.1. In exceptional circumstances, and at the discretion of the [Tuition Fee Team](#), tuition fee payments may be refunded to students upon request, for reasons not mentioned above. Evidence in support of such a request may be required, depending on the circumstances and the nature of the request.

## 5. Further information

5.1. If your account shows an overpayment, Futureworks may—acting reasonably—apply that credit only to clear any undisputed balance on a short-term emergency loan previously advanced by Futureworks. This provision does not apply to any other sums. We will notify you in writing before any offset and refund any remaining balance to the original payer/method (unless you instruct otherwise and it is lawful and practicable).

5.2. Refunds will always be made to the original payment account, whether this is the student or a person or organisation paying on the student's behalf (for example, the Student Loans Company).

5.3. Where documentary proof is required, refund requests will not be processed until all necessary information has been received by Futureworks. Examples include;





- Visa refusal letters and evidence of return to home country such as flight details and passport stamps for international students.
- Bank account details and receipts for non-fee related costs.

5.4. To discuss any issues with providing documentary evidence contact the [Finance Team](#).

5.5. Futureworks endeavours to refund all eligible students within 4 weeks.

## **6. Refund methods**

6.1. Where payment has been taken by debit or credit card, any refunds will be sent to the card used for the original transaction. If this card has expired it is the duty of the student to ensure that up to date card/bank details are provided. This should be done by contacting the [Finance Team](#) who will provide a secure method for new card / bank details to be provided. Other payment types (such as Direct Debit, or cheque) will be refunded by bank transfer. Refunds will be calculated and sent in GBP. Futureworks is not responsible for shortfalls as a result of exchange rate fluctuations and will not be responsible for any charges incurred as a result of the transaction.

6.2. Under no circumstances will refunds be provided in cash.

## **7. Compensation**

7.1. Wherever possible, Futureworks will take reasonable steps to avoid implementing material changes during the academic year and, in any event, will always seek to inform students of any changes as early as possible. Where change is unavoidable, Futureworks will take the following actions, wherever possible, to minimise any disruption caused:

7.1.1. adjusting and/or extending the academic calendar, to allow students the necessary time to complete their year of study and receive academic credit for their work to date (or, in the case of students in their final year, to receive their intended exit qualification)





- 7.1.2. modifying the programme in such a way as to mitigate the material change (for example, by allowing students to complete a similar module, or modules, from a different Futureworks programme)
- 7.1.3. facilitating the transfer of students to another Futureworks programme
- 7.1.4. aiding students that wish to transfer to another provider
- 7.2. A student may be eligible for compensation if a material change to their course, whether intentional or otherwise, has caused them to accrue costs which if not for the change would not have been incurred.
- 7.3. Futureworks will seek to compensate students where financial loss has occurred as a result of the disruption to their studies in accordance with consumer law.
- 7.4. Any request for compensation must be put in writing and addressed to the Head of Student Services.
- 7.5. If Futureworks cancels a course, closes it mid-year, or makes a material change that prevents students from receiving what was reasonably promised, Futureworks will seek to continue delivery or arrange a suitable transfer. Where this is not possible or not appropriate, Futureworks will provide fair financial remedies, such as pro-rata refunds and, where applicable, compensation for reasonable, evidenced additional costs.

## **8. Complaints**

- 8.1. Guidance on how to make a complaint about refund decisions or the refund process can be found in the [Student Complaints Procedure](#).

