

Version Control Statement

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	Executive Team changed to Operations Team as approving committee			10/09/24	Operations Team
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Refund and compensation policy

This policy should be read in conjunction with the Futureworks Tuition Fees Guide and the Futureworks Tuition Fees Terms & Conditions documents.

Refunds due to overpayment

Where the total of all payments made to Futureworks towards tuition fees is greater than the tuition fees due (including repeated modules), it is expected that these payments would, in ordinary circumstances, be carried forward as credit against the fees accrued in future academic years, thus reducing the tuition fees due in subsequent years of study. Futureworks will, in exceptional circumstances, and on a case by case basis, consider requests for the refund of overpaid fees; for example, where a student has made an overpayment in their final year of study, and where the student is expected to pass with no further liability for fees due to retaking modules.

Any overpayments made by a student with an approved interruption of study, or who has deferred study to a future year may also be retained until study resumes or begins. Students on an interruption of study remain liable to pay any outstanding fees which may be due at the point of interruption.

Where overpayment occurs because a payment from the Student Loans Company (or other such body) is received in addition to payment of fees by the student, the overpayment will be treated as above unless otherwise directed by the student.

Refunds as a result of student withdrawal

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, 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:

- Withdrawal before enrolment: 0% of the total tuition fee for the academic year is charged
- Withdrawal in term 1: 25% of the total tuition fee for the academic year is charged
- Withdrawal in term 2: 50% of the total tuition fee for the academic year is charged
- Withdrawal in term 3: 100% of the total tuition fee for the academic year is charged

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.

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.

You may choose to direct any overpayment towards the costs of another Futureworks programme, such as a short training course.

Any outstanding monies held by Futureworks for non-tuition fee related matters, such as printer accounts, are non-refundable in the event of student withdrawal.

Other refunds

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.

Further information

Futureworks reserves the right to transfer any overpayment to other monies owed by the student, for example, an unpaid emergency loan.

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).

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

Futureworks endeavours to refund all eligible students within 4 weeks.

Refund methods

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. 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.

Under no circumstances will refunds be provided in cash.

Compensation

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:

- 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)
- 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, or by allowing students to complete one or more modules at UCLan)
- facilitating the transfer of students to another Futureworks degree programme
- facilitating the transfer of students to a UCLan degree programme
- aiding students that wish to transfer to another provider

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. For example, if the



closure of a course requires a student to travel to UCLan for the final few months of their study, the student may be eligible for compensation to cover the additional travel costs incurred as a result of this decision.

Any request for compensation must be put in writing and addressed to the Head of Student Services.

Complaints

Complaints about refund decisions or the refund process should be put in writing and addressed to the Head of Student Services.