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## Global Banking School

### Tuition Fee Refund and Compensation Policy 2019-20<sup>1</sup>

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<sup>1</sup> *Students enrolled on undergraduate honours degree or masters programmes with Buckinghamshire New University must use their tuition fee refund policy, Students enrolled on HNC/HND with Leicester college must use their tuition fee refund policy, and students enrolled on a masters programme with the University of Bedfordshire must use their tuition fee refund policy. Compensation by Global Banking School, Buckinghamshire New University, Leicester College or the University of Bedfordshire will depend on the nature of the significant change(s) affecting students.*

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### **1. Purpose**

- 1.1. The purpose of this Tuition Fee Refund and Compensation Policy is to provide guidance on when Global Banking School ('the School') may make refunds of tuition fees and consider paying compensation to students.<sup>2</sup>

### **2. Policy Statement**

- 2.1. **Responsibility:** Students are responsible for the payment of all tuition fees irrespective of the whether they are funded by the Student Loans Company, self-funded or sponsored by a third party. However, fee liability is dependent on the timing and/or circumstances in which a student leaves the School. There may be circumstances in which a student cancels their place or withdraws from their course. It is also possible that the School will terminate a student's place. A refund of tuition fees and/or compensation may be appropriate in these circumstances.
- 2.2. **Continuation of Study:** The School acknowledges that it may not be possible to preserve continuity of study for one or more students such that a refund of fees and/or compensation might be appropriate. This policy should be read in conjunction with the School's Student Protection Plan.

### **3. Tuition Fee Refunds**

- 3.1. **Eligibility:** The School will only consider claims for refunds of tuition fees where:
  - 3.1.1. a student who has already paid cancels their place within the 14 day cancellation period;
  - 3.1.2. a student withdraws from his or her course of study;
  - 3.1.3. the School terminates a student's course of study;
  - 3.1.4. the School is no longer able to deliver a student's course of study;
  - 3.1.5. a student has made an overpayment.

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<sup>2</sup> For the avoidance of doubt Global Banking School's Tuition Fee Refund and Compensation Policy applies for tuition fee refund to students on the Pearson BTEC HND Business programme. Compensation may apply to all of the School's higher education provision depending on specific circumstances concerned with the premises normally used for the teaching of students.

- 3.2. **Cancellation:** If a student cancels his or her place within the 14 day cooling off period, the student will not be liable to the School for tuition fees.
- 3.3. **Withdrawal / Termination:** If you withdraw from your course or are required to withdraw by the School (termination) after the 14 day cooling off period, you may be entitled to a tuition fee refund. The School will confirm the official date of withdrawal/termination. Calculation of your refund entitlement will depend on your withdrawal/terminate date and how you are funded:

Date of Withdrawal	% tuition fee due from SLC	% tuition fee due if self-funded or sponsored
After start date of term 1	25%	33%
After start date of term 2	50%	67%
After start date of term 3	100%	100%

- 3.4. **Payment:** Refunds are not paid in cash and will only be made to the original source. Where the tuition fee is paid by Student Loan Company (SLC), the School will make a refund to the SLC. Where the tuition fee is paid directly by the student a refund will be made to the country and the student account from which the money was paid to the School. Where the tuition fee is paid by an external sponsor a refund will be made to that sponsor.

#### 4. Pearson Registration Fee

- 4.1. The Pearson registration fee is non-refundable. Should a student or sponsor wish to seek a refund of the registration fee the matter should be taken up directly with Pearson.

#### 5. Overpayments

- 5.1. Any overpayment of tuition fees will be refunded to the original source.

#### 6. Compensation

- 6.1. **Eligibility:** The School aims to ensure that the student learning experience, as described in the Student Handbook and detailed in the Pearson BTEC HND Business Specification for First Teaching September 2016 (<https://qualifications.pearson.com/en/qualifications/btec-higher-nationals/business-2016.html>), is delivered and maintained at all times. The School will endeavor to mitigate the effects of any minor changes to course content or delivery. In the event that continuation of study is disrupted the School will consider paying affected students compensation to address consequential additional expenditure. Payment of compensation is subject to the provision of appropriate evidence that the additional expenditure has been incurred.
- 6.2. **Accommodation:** Where the School experiences teaching accommodation issues the same principle of ensuring delivery of teaching and learning according to the Student Handbook applies. Where a School building is not available for a period, for example due to health and safety reasons, the School will either provide extra teaching sessions to catch up or find suitable temporary

alternative accommodation should the building remain unavailable for an extended period.

- 6.3. **Relocation:** If the School moves location to different premises students will be consulted and account will be taken of any inconvenience likely to be caused. The School will, if appropriate, consider compensating students affected for consequential costs such as additional expenditure on transport.
- 6.4. **Continuation of Study:** If the School is unable to preserve continuation of study, it would consider compensating students affected consequential costs such as additional maintenance costs and lost time. Compensation for loss of time may include the value of any increase in fees incurred as the result of delay. Any compensation would be based on the student producing objective evidence to demonstrate loss. The maximum claim could be the loss of prorated Tuition Fee.
- 6.5. **Transfer:** Where a student has to transfer to another higher education provider to complete their programme of study the School would consider making compensation for tuition fee.
- 6.6. **Process:** Claims for compensation made by a student or group of students must be made in writing and will be considered by a Compensation Panel consisting of the Chief Executive Officer, Executive Dean and Director of Quality Enhancement. The panel will adopt an evidence-based approach and deal with any claims made sympathetically. The Panel will also consider awarding compensation if a particular cohort of students or all students are affected by a significant disruption.

## 7. Student Bursaries

- 7.1. The School would honor any bursary paid to a student should the student need to transfer to another institution to complete their programme of study as a consequence of the School being unable to preserve continuation of study due to course or institution closure.

## 8. Applying for a Fee Refund or Compensation

- 8.1 Application for a fee refund and/or compensation must be made in writing, preferably by email, to the Head of Programme Management at Global Banking School. You should clearly set out the grounds for your claim for a fee refund or compensation. A written acknowledgment will be provided within five working days and you should expect to hear the outcome of your claim within fifteen working days of submitting your written application.

## 9. Complaints

- 9.1. Any student with a complaint relating to this Tuition Fee Refund and Compensation Policy should use the School Complaints Policy and Procedure (<http://globalbanking.ac.uk>).