

HIGHER EDUCATION COMPENSATION POLICY

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Higher Education Compensation Policy

1. General Principles

This Higher Education Compensation Policy should be read in conjunction with the Higher Education Fees Policy. Both the Higher Education Compensation Policy and the Higher Education Fees Policy relate to all higher education programmes delivered at Riverside College.

Riverside College's Higher Education Tuition Fees Policy can be accessed through the College website. It provides details on:

- refunds for students in receipt of tuitions fee loan from the Student Loans Company,
- refunds for students who pay their own tuition fees,
- refunds for students whose tuition fees are paid by a sponsor.

2. Course Closure/Discontinuation of Study

If, in the highly unlikely event that the College has to close a course or discontinue study, compensation arrangements for individuals and cohorts will be dealt with on a case by case basis. Riverside College recognises that there is a range of potential scenarios that may require specific compensation arrangements for individuals or cohorts, depending on the circumstances of discontinued study.

Such arrangements may include (but are not limited to):

- the payment of additional travel costs for students affected by a change in the location of their course;
- commitments to honour student bursaries where students have to transfer courses or provider;
- compensation for maintenance costs and lost time where it is not possible to preserve continuation of study;
- compensation for tuition and maintenance costs where students have to transfer courses or provider.

3. Refund of Fees

- 3.1 The College reserves the right to close courses where the class numbers on enrolment fall below that which is viable to run the provision. Where the College has to cancel a course (normally within 3 weeks of the start date of the course), all fees will be refunded to the student (or their sponsor). Clearly, if a satisfactory alternative has been found for the student, the fees will not be refunded. The appropriate College Manager will arrange this.

3.2 College policy allows a student a trial period to see if a course is suitable.

Course length	Refund policy
10 or more weeks	If the student informs the tutor within 3 weeks of the start of the course that they are not continuing, tuition fees will be refunded in full.

3.3 **In all cases the student must apply for the refund on the College's official refund form.**

Note that instalments are not a method of prolonging this trial period.

4.1 Collection of Fees following Withdrawal/Discontinuation

For a student paying fees by a student loan

1. Should a student withdraw¹ from their study or where the study is discontinued, the proportion of the annual fee that the College will retain and for which the student would be liable shall be charged on a pro-rata basis as detailed below:

Leaving date	Proportion of the annual fee retained
On or prior to the end of the autumn term	25%
On or prior to the end of the spring term	50%
Any point after the end of the spring term	100%

Note: The cut-off dates stated above match the Student Loans Company payment dates.

For a student paying their own fees or having them paid by a sponsor

2. Should a student withdraw² from their study, or where the study is discontinued, the proportion of the annual fee that the College will retain shall be charged on a pro-rata basis as detailed below:

Leaving date	Proportion of the annual fee retained
On or prior to the end of the autumn term	25%

On or prior to the end of the spring term	50%
Any point after the end of the spring term	100%

¹ For the sake of clarity, the withdrawal /discontinuation date shall be taken as the last date of attendance as stated on the College's attendance register.

² For the sake of clarity, the withdrawal /discontinuation date shall be taken as the last date of attendance as stated on the College's attendance register.