



Student Compensation Policy

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1. Introduction

- 1.1. The College has arrangements in place to ensure that it can deliver its services and quality of study continuously without any disruption. However, the College recognises that this arrangement may not be enough and disruption may occur and students can lose benefit. Therefore, the College has adopted a Compensation Policy to recompense the students if the continuation of study is disrupted. In this case students should receive an appropriate compensation in accordance with this policy.

2. Definition

- 2.1. In this Policy a reference to the 'continuation of study without disruption' is defined as:
- a) the College either terminated or intends to terminate a programme of study on which a student accepted a place but not was not enrolled as a student or;
 - b) the College either terminated or intends to terminate a programme of study on which a student enrolled but the programme has not been completed.
- 2.2. It does not include changes to or termination of programmes where all registered students who would normally have been expected to complete at the date of termination have done so;

3. Scope

- 3.1. The College will not pay out any compensation or this compensation policy will not be operative in respect of disruption of quality study continuously due the cause of awarding body or accreditation body without any fault on the part of the College. In such cases student's claim for compensation lie against the awarding body or accreditation body. However, the College will help and assist affected students so that they receive appropriate compensation from the relevant body;
- 3.2. The College will contact affected students promptly via their email address and explain their rights of compensation. Students are reminded to check their email regularly (recommended at least once a day) and make sure that emails from the College are not being treated as a junk or spam email.

4. Type of Disruption

4.1. Temporary Termination and Adjustment of a Programme (TTAP)

- 4.1.1. TTAP occurs when the College contemporarily discontinues the programme but readjusts it at the end of an academic year. If this situation arises, the College will:
- a) Consult the students registered on the programme;
 - b) Ensure that all registered students receive the programme award (e.g. Certificate or diploma) that recognises the stage they have reached;
 - c) Offer the students help to decide whether to transfer to a different programme or transfer to a different College or University to complete the program;
 - d) Offer to pay reasonable travel costs of a visit to an alternative provider;



- e) A compensation package will be offered after consulting with the student incorporating a provision for reimbursement of additional travel and maintenance costs reasonably incurred by students;
- f) The College will ensure that a bursary or similar funding awarded to a student, continues to cover funding to a different programme at the College or to the same programme at an alternative provider.

4.2. Unavoidable Termination

4.2.1. Unavoidable Termination of a programme occurs when an unexpected event or circumstances arise which compel the College to terminate the programme during an academic year or Insufficient students enrolled for the programme to make it viable to run. If this situation arises, the College will:

- a) Consult the students registered on the programme;
- b) Ensure that all registered students receive the programme award (e.g. Certificate or diploma) that recognises the stage they have reached;
- c) Offer the students help to decide whether to transfer to a different programme or transfer to a different College or University to complete the program;
- d) Offer to pay reasonable travel costs of a visit to an alternative provider;
- e) A compensation package will be offered after consulting with the student incorporating a provision for reimbursement of additional travel and maintenance costs reasonably incurred by students;
- f) The College will ensure that a bursary or similar funding awarded to a student, continues to cover funding to a different programme at the College or to the same programme at an alternative provider.

5. Compensation

5.1. If it is not possible to specify the actual amount of compensation to which the affected students will be entitled, the College will ensure that affected students receive the actual loss suffered or additional costs incurred because of the disruption of the continuation of study.

5.2. Compensation Package

5.2.1. Depending on the circumstances and situation, the compensation package referred to above should include:

- a) Maintenance or accommodation costs;
- b) Lost time;
- c) Additional tuition costs;
- d) Travel costs because of relocation;

5.2.2. Guidance produced by either the Office for Students or the Office of the Independent Adjudicator for Higher Education will be consulted during preparation of the Compensation Package.



- 5.2.3. An individual student will receive (a) either maintenance or accommodation costs or (b) travel costs, but not both;
- 5.2.4. Travel costs will cover increased travelling distance at a rate of 20 pence per mile or actual costs whatever is the lower;
- 5.2.5. Accommodation or maintenance costs will cover increased rent based on the standard student accommodation rent in the respective area of the new provider.

6. Payments

- 6.1. Payment will normally be made within 14 days once agreed, via bank transfer. The College reserves the right to claim back maintenance or accommodation costs and travel costs which have not been used or incurred if, for example, the student did not pursue the programme with a new provider.

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