

Refund and Compensation Policy

Norwich University of the Arts is registered with the Office for Students as an approved higher education provider. The University is required to publish a Student Protection Plan which sets out how you will be protected if we are unable to preserve your continuation of study. This Refund and Compensation Policy should be read in conjunction with the Student Protection Plan.

The University is committed to ensuring that you will be able to continue and complete your studies with us on the course that you originally enrolled on. This is referred to as preserving your continuation of study, and means that in the event that we close a course, or your studies are seriously disrupted as outlined in the Student Protection Plan, we will put appropriate arrangements in place to ensure that you can continue on your course and complete your degree.

This Policy applies in the rare event that we are unable to preserve the continuation of your study. This Policy does not apply where you have chosen to withdraw or transfer from the course as permitted under the Student Regulations and Procedures (Section B), or in circumstances where your place on your course is terminated through academic failure or through a breach of the University's regulations in force at the time that you were a student (Section L).

This Policy does not apply to University-managed accommodation. Students should refer to the terms and conditions set out in their tenancy agreement.

Tuition Fee Refund

For the purposes of this policy, a refund refers to the repayment of tuition fees paid to the University, or an appropriate reduction in the amount owed in future.

Compensation

Compensation relates to the reimbursement of a recognisable loss suffered by the student as a result of the University failing to preserve continuation of your study. In the exceptional circumstances that we are unable to deliver a course we will operate a reimbursement policy to ensure that you are no worse off financially had your study continued with us.

Compensation and refunds will be considered on a case by case basis and will be dependent on the specific circumstances of the individual student.

If we are unable to continue your course and you transfer to a new provider we will provide:

- a refund of tuition fees that you have paid for course units which would not be recognised for credit transfer by the provider of your new course;
- reasonable relocation costs in the event that you have to transfer your term-time accommodation up to a maximum of £1,000 (on production of receipts);
- additional accommodation costs from the point at which your course closes until the point at which your tenancy ends (provided that you are not able to cancel the tenancy and you are required to move away from Norwich to complete your studies);
- increased travel costs if you are unable to move from your current accommodation and need to travel to your new course location, from the point at which your course closes until the point at which your tenancy ends (provided that you are not able to cancel the tenancy and you are required to study away from Norwich to complete your studies);

If we are unable to continue your course and we are unable to find you an alternative provider we will provide:

- a refund of tuition fees you have paid to us since the start of the course.
- reimbursement of the cost of your student accommodation in Norwich from the point at which the course closes until the point at which your tenancy ends.

If we are unable to deliver a significant component of your course we will provide:

- a refund of a proportion of your tuition fees commensurate with the component that has not been delivered.

Payment of refunds or reimbursements

Tuition fees will be reimbursed to the person, sponsor, or organisation who originally paid the fees. In the case of tuition fees paid by the Student Loans Company, the University will amend the tuition fees claimed so that the amount of tuition fee loan can be adjusted accordingly.

Reimbursement of additional costs paid as compensation will be paid directly to the student.

Where a refund or reimbursement has been agreed, payment will be made within 14 days from the date of the agreement.

How claims are assessed

Consideration of cases in which you would be eligible for reimbursement will be dealt with by the Academic Registrar. Students who are affected by circumstances which lead to a failure to preserve the continuation of their study will be contacted in writing and given information on how to make a claim.

If you are not satisfied with the outcome of such consideration by the Academic Registrar, then you will be able to follow the University's Complaints Procedure which is published in the Student Regulations and Procedures (Section K).

STRATEGY & POLICY REVISION SHEET

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(part of Student Protection Plan)
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