



## Refund and Compensation Policy

It is the policy of the University of London to issue refunds and/or compensation, where appropriate, to students who withdraw from their Programme, wish to cancel a payment or in other situations covered by this policy.

This policy applies to students who are registered with the University of London (the "University") as online or distance learners. For compensation and refunds in respect of students at the University's School of Advanced Study, please refer to the [University of London School of Advanced Study Credit Balances and Refunds Policy](#).

Any refund will depend on the timing of the withdrawal, the student's Programme, and where applicable, the particular circumstances of the case, as outlined below.

### 1. Fees which may be fully refundable

In this policy, Fees means Programme Fees and Examination Resit Fees.

Programme Fees means, as applicable for the relevant Programme:

- i. Registration Fee/Initial Registration Fee;
- ii. Module/course Fee;
- iii. Continuing Registration Fee;
- iv. Assessment entry fees, Examination entry fees, and Examination fees.

Fees may be refunded in the following instances:

- a. **Cancellation of Payment within the cancellation period** Where a student purchases services or products remotely, Fees are normally fully refundable if a student cancels the purchase in the permitted cancellation period ("Cancellation Period"). The cancellation terms in relation to the student contract are also set out in the [Student Terms and Conditions](#).

The Cancellation Period will normally be within 14 days of the Fee payment or, where applicable, from the time the student is given access to programme materials on the Virtual Learning Environment, whichever is later.

To cancel the Fee payments within the Cancellation Period, a student must clearly inform the University of their decision to cancel through the [Student Portal](#). The date that the University receives a student's notice of their decision to cancel is the Cancellation Date.

If a student has made any Fee payment, or any Fee payment has been made on their behalf (excluding payments of non-refundable fees), the student may subsequently cancel the payment within the Cancellation Period. In this case, the University will provide a full refund as soon as reasonably possible but in any event: *either* within 14

days of the Cancellation Date; or within 14 days of the University receiving returned physical materials or receiving satisfactory evidence that the materials have been returned, whichever is earlier.

Where the University has already despatched learning materials to the student, the student is responsible for returning these to the University upon cancellation. Where learning materials are not returned, the University will deduct their value from Fees paid prior to making the refund. The refund may be reduced where the value of the materials is affected by unnecessary handling by the student, for example by marking up materials or unnecessarily accessing licensed products.

Any refund will normally be made using the same means by which the Fees were paid.

- b. **Exceptional circumstances.** There may be special circumstances in which the University will consider reimbursing fees paid once the 14-day cancellation period has passed. Any such case will be considered on its own merit and any decision taken will be at the discretion of the University. Details and any supporting evidence should be provided through the [Student Portal](#).
- c. **Advance payments.** Programme Fees paid in advance to the University may be refunded where:
  - i. A student notifies us that they will be discontinuing their Programme at the University and Fees in respect of pre-paid modules for which the student has not registered remain on the student's account.
  - ii. A student's registration period has come to an end and the student chooses not to extend their registration period, or the University declines an extension to the registration period, and Fees remain on the student's account and will remain unused.

The University may offer a refund, at its sole discretion, where it has cancelled the registration of the student on academic grounds, or for the student's breach of University regulations or policies. Where applicable, any credit balance will be returned to the payor. Please also refer to paragraph 6 below in respect of sponsorship and loans, and paragraph 7 in relation to scholarships and bursaries.

## 2. Fees that are non-refundable:

- a. Fees for some services provided by the University at the point of request are non-refundable. These include administration fees, such as the application fee, fees for changing modules/courses or Virtual Learning Environment participation for a second time, late payment charges, transferring between pathways, or charges associated with recognition of prior learning. See the [Fee Schedule](#) for the programme for more details.
- b. The withdrawal or suspension of an elective (or option) module/course by the University does not constitute grounds for a refund. There may be occasions when an elective (or option) module/course is not offered, but the academic credit available through the modules/courses offered will always meet the requirements of the qualification and therefore no refund will apply.

- c. Administrative Recheck fees are non-refundable at the point of request. In the event that the recheck confirms an error in the original marking, the student will be refunded the Administrative Recheck fee. Details can be found on the [Student Portal](#).

### **3. How to request a refund**

All requests for refunds must be made through the [Student Portal](#).

### **4. How refunds are applied**

If Fees were paid by Debit or Credit Card, the refund will only be made to the person (including an individual or an organisation) who made the original payment. Where the University is unable to make the refund to the Debit or Credit Card concerned, an alternative method will be used. This may require provision of further information by the student.

Refunds for domestic and international bank transfers will be made via our domestic BACS or an international payment mechanism determined by the University. They will be made to the bank account used (where possible) and the student's local bank will make any currency exchange necessary from GBP. The University is not liable for any variance due to foreign exchange rate fluctuations.

### **5. Debit balances**

Students remain liable to pay any outstanding fee debt, unless the University directs otherwise.

### **6. Payments from an official sponsor or Educational Loan Provider**

Any payments made by a sponsor directly to the University subsequent to the student's withdrawal from the Programme or cancellation of registration by the University will be returned to the sponsor. Students will remain liable to return any payment of stipends or loans to their sponsors or loan providers where these payments have been made directly to the student.

### **7. Payments of Scholarships and Bursaries**

Scholarships and bursaries administered by the University are credited directly to the student's University account.

In the case of a student withdrawing from the Programme or cancellation of registration by the University, the scholarship or bursary will be suspended from the point of withdrawal or cancellation, and any credit balance will be returned to the awarding body.

The University is bound by any terms and conditions of the relevant awarding body.

### **8. Discontinuation of a Programme following registration**

In exceptional circumstances, the University may discontinue a Programme on which a student has already commenced. In such circumstances the University will endeavour to

provide advance notice of such discontinuation and to offer the Programme for a period of up to 5 years or until the last student has completed their studies, if this is sooner.

If, following such advance notice, the University is unable to offer the Programme for a period of up to 5 years or until the last student has completed their studies, if this is sooner, then the University will recommend a suitable alternative programme.

If a student does not wish to embark on the recommended alternative programme, the University will refund Programme Fees paid to date.

## 9. Students required to attend Recognised Teaching Centres

Where a Programme requires attendance at a Recognised Teaching Centre and that teaching centre is no longer able to provide tuition to students already enrolled there, the University may:

- a. negotiate with a new Recognised Teaching Centre to ensure that fees set and charged by the new Recognised Teaching Centre are equal to those set and charged by the original Recognised Teaching Centre;
- b. consider other means to seek to minimise financial detriment to the student; or
- c. consider offering an appropriate refund of Programme Fees paid to date.

## 10. Material changes to a Programme

In circumstances where the University determines that it is necessary to make a material change to a Programme which is likely to have a significant impact on a student's studies, the University will consult with students before final decisions are made, consider any concerns, and will assess these against the needs of the wider student body. Where a student is unhappy with the material change(s) to their Programme, they may withdraw, and the University may refund Programme Fees paid to date.

## 11. Local taxes paid by the University on behalf of the Student (from Student Fees)

Where a student is entitled to a refund or partial refund of Fees in accordance with this policy, such refund shall include monies paid (or the applicable proportion thereof) which have been applied to the payment of local taxes by the University on such student's behalf.

## 12. Complaints

If a student is dissatisfied with the application of this policy, the complaint will be dealt with under the University of London [Procedure for Student Complaints and Academic Appeals](#) which sets out the stages to follow to resolve concerns as promptly, fairly, and amicably as possible.

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**Last Updated: 11 November 2019**

(Clarification made to incorporate the time period within which the University will refund payments made by the student, or on the student's behalf, when a request to cancel the payment has been received within the Cancellation Period).

**Policy Owner:** Director of Operations and Deputy Chief Executive, University of London  
Worldwide

**Version:** v1.1