

Online Study Refund Policy – applicable ONLY where students begin academic studies online

Payments	Administration fee £235 / €235	Security Deposit £1,000 / €1,000	Pre-arrival Tuition fee deposit £6,000 / €6,000	Balance of 1st and 2nd terms' fees (or 1st semester)	
Key: × Not Refunded ✓ Refunded					
In all cases from accepting an offer until 21 days after commencement of the online programme					
Student cancellation prior to commencement of programme or within 21 day Trial Period ¹ , no reason required	✓	✓	✓	✓	
For students who cancel after the 21 day Trial Period has elapsed					
Student cancellation with no exceptional circumstances	×	×	×	✓	
Exceptional circumstances e.g. illness, bereavement (documentation will need to be sent to Admissions for final decision)	×	✓	✓	✓	
For students who, during academic year 2020-21 subsequently apply for a visa to study in-Centre²					
	Administration fee (£235 / €235)	Security Deposit (£1,000 / €1,000)	Fees for Current Term or Semester (includes Tuition Fee Deposit if 1st term)	Fees for Next Term or Semester	Fees for Future Terms or Semesters
Visa rejection due to...					
Standard visa refusal (student did not meet visa entry requirements) ³	×	✓	✓	✓	✓
Study Group error	✓	✓	✓	✓	✓
Fraud	×	×	×	×	×
Student error	×	×	×	×	✓
Agent error	×	×	×	×	✓
Visa / immigration service error (very rare) ⁴	×	✓	✓	✓	✓
Student withdrawal from Centre due to...					

¹ Students must demonstrate engagement/attendance of 80% + . **Students who cancel during the 21 Trial Period, but have failed to achieve a minimum attendance rate of 80% will be regarded as having requested cancellation with no exceptional circumstances after the 21 day Trial Period has elapsed.**

² Refunds under this policy as a result of an inability to transfer from online to taught face-to-face in centre/college will be available for a period of three months from the date on which travel from an applicable country to the country in which the centre/college is located is permitted.

³ Students must demonstrate engagement/attendance of 80% +

⁴ Administrative appeal documentation must be sent to Study Group Admissions for final decision on whether a genuine immigration service error.

University not issuing iCAS ⁵	x	✓	✓	✓	✓
Study Group not issuing CAS where entry requirements are met ⁶	x	✓	✓	✓	✓
Study Group not issuing CAS where entry requirements are not met ⁷	x	x	x	x	✓
Change of mind	x	x	x	x	✓
Change of programme dates	x	x	✓	✓	✓

IMPORTANT:

- **All legally permissible visa application attempts should be exhausted before above comes into effect. Students who do not submit Administrative Reviews of Visa Decision will be considered as having changed their mind on study and will be refunded in accordance with the table above.**
- The above policy only relates to students who study an online programme or apply to transfer to study in-centre following the easing of travel restrictions. Where a student subsequently transfers to study in-centre and subsequently withdraws from his/her programme, the Study Group Post-Arrivals Refund Policy shall apply
- The unused portion of any Study Care Insurance Plus payments will be fully refunded upon student cancellation
- Students in receipt of a scholarship (by way of a 20%/40% discount to tuition fees) shall be refunded any eligible amounts less the relevant pro-rated discount applied to such fees

⁵ Applicable in situations where students have met all Study Group requirements but University decision not to issue iCAS (Huddersfield, Kingston, LJMU)

⁶ Applicable in situations where students have met all Study Group entry requirements except those specifically required for visa issuing purposes.

⁷ Applicable where students have been accepted onto an online programme who are subsequently unable to meet the academic or English language requirements to transfer to face to face delivery.