



Student Refund and Compensation Policy

1. Scope

- 1.1. This policy sets out the terms of financial compensation that the University of Lincoln will consider paying to students who are affected by the withdrawal of a programme of study by the University. In circumstances where the University ceases to deliver a programme, and students have already commenced study on that programme, the University will consider financial compensation for students who are forced to withdraw from the University. Students in these circumstances may also transfer to another programme of study at the University, another University of Lincoln campus, or another provider. Should this result in additional costs for such students, the University will also consider supporting students with these additional costs. This policy sets out the terms for this.
- 1.2. This policy only applies to situations where the University is ceasing to deliver a programme before all students on that programme have completed their studies. The University aims to provide students with teaching to the end of their programme, even when a decision has been taken to cease admissions to a programme. This policy will only apply in the very rare circumstance where the University determines that it is not reasonably practicable to teach a student through to the end of their programme.
- 1.3. This policy covers all students of the University, including students in receipt of a tuition fee loan from the Student Loans Company; students who pay their own tuition fees; and students whose tuition fees are paid by a sponsor. In all cases, tuition fees and other costs will only be refunded to the original fee-payer/sponsor.
- 1.4. In the unlikely event of the University not being able to 'teach out' students on a programme that is being discontinued, students will be offered the opportunity to transfer to another programme at the University, or another campus, if appropriate. Where there is not a suitable alternative programme or location at the University, the University will consider supporting students to transfer to a suitable programme at another UK university.
- 1.5. The policy will be reviewed on an annual basis.

2. Tuition Fees Refunds and Compensation

2.1. Withdrawal

- 2.1.1. In the event that the University is unable to "teach out" a current student on a programme of study which has ceased to admit students, resulting in the student withdrawing, the student (or their sponsor, or the Student Loans Company) will be offered a refund of any tuition fee payments made towards that programme in the year in which the student is required to withdraw from the University as a result of the University's inability to "teach out" the student.
- 2.1.2. The refund of fees will only apply to tuition fee costs incurred in the year in which the programme ceases to be offered.
- 2.1.3. Students who withdraw under such circumstances will also be entitled to:
 - 2.1.3.1. all the rights and benefits which the University provides to graduates;
 - 2.1.3.2. reasonable compensation for irrecoverable costs, such as Students' Union clubs and society subscriptions, accommodation fees, etc.

2.2. Transferring to the Same Programme at an Alternative Campus

- 2.2.1. In the event that it is not reasonably practicable for the University to teach a student to the end of their programme, as the campus on which they are studying has ceased to deliver the programme, the University may offer a transfer to an alternative campus where that programme is being delivered.
- 2.2.2. If the student accepts a transfer to study the same programme at an alternative campus, substantially removed/distant from the original delivery location, the University will provide the student with reasonable compensation, in respect of additional travel costs that are incurred as a result of transferring campus, together with irrecoverable costs, such as accommodation fees, Students' Union clubs and society subscriptions etc.
- 2.2.3. Where the transfer to another campus involves an interrupted semester or year of study, the University will refund the tuition fees for the interrupted period of study; furthermore, the University will consider reasonable compensation claims for maintenance funding for the resultant additional year and in relation to irrecoverable costs, such as Students' Union clubs and society subscriptions, accommodation fees etc.

2.3. Transferring to an Alternative Programme at the Same Campus

- 2.3.1. In the event that it is not reasonably practicable for the University to teach a student to the end of their programme, as the programme is no longer being delivered at any of the University's campuses, the University may offer a transfer to an alternative programme of study at the University.
- 2.3.2. In the event of programme transfer, if the tuition fees are different from the original course, the student will be charged the lower of the two fees for their continuing studies.
- 2.3.3. Where the fees of the new programme are less than those of the discontinued programme, the University will refund or adjust future fees already paid.
- 2.3.4. If such a student suffers a interrupted year as a result of transfer of programme (i.e. is not able to complete that year's programme of study due to discontinuation of provision and that year of study will not count towards completion of the new degree), any tuition fees already paid for the affected year will be refunded; furthermore, the University will consider reasonable compensation claims for maintenance funding for the resultant additional year.

2.4. Programme discontinuation resulting in student transferring to an alternative programme at another UK university

- 2.4.1. In the unlikely event that it is not reasonably practicable for the University to teach a student to the end of their programme at the original campus and the student chooses to take neither the option to transfer campus or programme, the University will utilise student transfer arrangements to enable a transfer to a new university.
- 2.4.2. In such circumstances, the University will provide reasonable compensation in relation to irrecoverable costs, such as accommodation fees, Students' Union clubs and society subscriptions etc.
- 2.4.3. Where the transfer involves students receiving 'credit' at the receiving university, through an accreditation of prior learning approach (including through the East Midlands Academic Credit Alliance, with Nottingham Trent University and the University of Derby), for study undertaken at the University of Lincoln, no refund will be offered in relation to the elements of study which count towards that credit. Refunds of tuition fees incurred at Lincoln will be provided in respect of elements of study which do not receive credit for future study at the receiving university.

2.4.4. Where the transfer to another University involves an interrupted semester or year of study that does not count towards the new degree, the University will refund the tuition fees for the interrupted period of study; furthermore, the University will consider reasonable compensation claims for maintenance funding for the resultant additional year and in relation to irrecoverable costs, such as Students' Union clubs and society subscriptions, accommodation fees etc.

2.4.5. Students who transfer to a new university under such circumstances will be provided with access University of Lincoln resources until the completion of their programme of study at the new university.

2.5. Research Students

2.5.1. In the event that the University is unable to meet its commitments to a research student, either because of the absence of the necessary specialist academic expertise to provide supervision, or because of inability to provide other appropriate resources, the University will assist to student in finding a place at a new University.

2.5.2. In such circumstance, the University will provide a full refund of all tuition fees related to the student's research programme.

2.6. Tier 4 Sponsored International Students

2.6.1. The University recognises that Tier 4 sponsored international students may face additional costs and disruption in the event of any of the above eventuating; accordingly, in such circumstances, the University will provide reasonable compensation for any necessary visa related expenditure.