



Refund and Compensation Policy

1. Application

This policy applies to all MCI students including students who receive tuition fee and maintenance loans from the Student Loans Company, students who finance their own studies and students whose fees are paid for by a sponsor (employer, family or other). This policy does not apply to students studying on open learning.

2. Links to responsibilities and duties in law

MCI pays due regard to its statutory responsibilities under the Consumer Rights Act 2015 (CRA) and the Higher Education and Research Act 2017 (HERA). It is a requirement under the terms of registration with the Officer for Students to have a Student Protection Plan and Refund and Compensation Policy in place setting out the circumstances in which the College will refund tuition fees and other relevant costs to students and provide compensation where necessary if the College is no longer able to preserve continuation of study for one or more students.

Relevant guidance published by the Office for Students and the Office of the Independent Adjudicator will be taken into account.

3. Right to cancel your course of study

If for any reason you change your mind about joining the College after you have signed the registration form (which is the point when your contract to study with us is formed), you have a legal right to cancel your contract for a period of 14 days starting on the day after you have accepted our offer to study on one of our academic programmes. To exercise this right to cancel, you must inform us of your decision to cancel by way of any clear statement sent by e-mail to the Student Services Office studentservices@montessori.org.uk

4. Tuition fee refunds

If you enrol on an academic programme of study and then decide to withdraw permanently from the course, you will be able to get a full or partial refund of your tuition fees. Depending on when you withdraw, your refund will be in line with the percentages listed below. Tuition fee charges are determined on the basis of enrolment status and not actual attendance. This means that you will be liable for tuition fees until the point in time that you officially notify the College.

Weeks are defined with reference to the start date of the relevant semester. Week 1 will be classed as either the induction week or week 1 of study. After the end of Week 3 (Friday), no

refund of tuition fees will be made. No refunds will be made if the College initiates the withdrawal process or if a deferral of studies is approved.

Week of receipt of formal withdrawal	Percentage of fees refundable
1	80%
2	60%
3	40%
4	0%

The refund will be applied according to the date that the Student Office receive your official withdrawal in writing using the [Withdrawal Form](#) which can be found in the resources folder online and email to studentservices@montessori.org.uk. Before submitting the withdrawal form students are strongly advised to arrange a tutorial with their group tutor to discuss their situation and consider possible alternative options.

To claim a tuition fee refund, you must complete the [Refund Request Form](#) found in the resources folder online and email it to studentservices@montessori.org.uk within six weeks of your official date of withdrawal.

5. Refund payments

Refunds will be processed within 14 working days from the agreement that a refund is due. Please allow up 28 days for the monies to reach your account. Please note that the length of time taken for the refund to clear the beneficiary bank account may vary. This will depend on the banking institution and/or payment destination country. Students should allow reasonable time for the payment to clear their bank account before contacting the College.

Refunds will be made using the same means of payment as you used for the initial transaction to the original where possible. This is to ensure due diligence with national guidelines and compliance with the money laundering regulations. Any refund application requesting payment to third party bank accounts will be rejected.

All credit or debit card refunds will be issued back to the original credit or debit card (source) used when payments were made. Refunds for domestic and international bank transfers are made via our domestic BACS or international payment mechanism. They will be made to the bank account used (where possible) and your local bank will make any exchange necessary from GBP. MCI is not liable for any variance due to foreign exchange rate fluctuations.

6. Student Finance England Funded Students

If you are in receipt of a Tuition Fee Loan from Student Finance England, you will not be entitled for a refund on any overpayment of tuition fees. Any overpayments will be paid directly by the College to Student Finance England.

SFE require notification of a change of circumstance when you changing your programme of study in any of the following ways:

- Withdrawing from a programme
- Suspending studies (deferral)
- Resuming studies after a period of deferral
- Repeating a period of study
- Changing mode of study
- Transferring to a different College or University

Once a change of circumstance has been processed, SFE will clawback any overpaid fees from the College. This will reduce the tuition fee loan you owe to Student Finance England.

7. Appeals

If you want to make an appeal against any aspect of our Refund Policy, you should do so in writing. Please contact our Student office studenservices@montessori.org.uk to request a refund appeal form. Any appeals which relate to our refund policy must be made within six months of your official date of withdrawal from the College.

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Date of Last Review:

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