

Al-Maktoum College of Higher Education

Tuition Fee Refund Policy 2023-2024

Department/Team	Policy
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The purpose of this document is to provide guidance on when refunds of tuition will be made by the College and how they will be calculated. This policy covers a qualifying student who voluntarily applies for withdrawal, suspends indefinitely or otherwise discontinues their studies on their academic programme after the Cancellation Period.

In all cases any other debt owing to the College will be subtracted from any refund of fees.

Cancellation Rights

The College's admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

This allows for a 14-calendar day "Cooling Off" period to cancel without penalty.

The Cooling Off Period begins from the date of acceptance of the College's unconditional offer letter or if you are a distance learning student the date of online registration for your course.

To cancel during the Cooling Off period, please inform the College.

For international students a £400 administration fee will apply for students who have begun the CAS process.

Scope

This policy covers a qualifying student who voluntarily applies for withdrawal, suspends indefinitely or otherwise discontinues their studies on their academic programme after the "cooling off" period.

You must have paid your tuition fees yourself. Your tuition fees should not be paid by someone other than you (for example a third party such as a funding body or sponsor). Typically, such students are classified as "self-funding".

This policy only applies where a student has paid tuition fees as a lump sum to the College. If a student pays in instalments, then the refund will be calculated in proportion to the amount paid in accordance with the percentages narrated in the table below. If the student withdraws on or after the commencement of Semester 2, the full amount due under any instalment plan will be payable.

If any refund of tuition fees is due by the College to a third party (i.e. not the student for example, a funding body or sponsor), the College will manage the refund process with the third party directly and this process sits outside the scope of this policy. If the student has paid a contribution of their tuition fees in addition to the third party, then this will be paid under this policy on a pro-rata basis.

Withdrawal of studies

Students who wish to withdraw from their course of study may do so, however there are strict time limits and fees may still be payable for all or part of the academic year as detailed below. Before withdrawing students are encouraged to discuss matters in detail with the Student Admissions Office.

Fee liability following early withdrawal is as follows:

Home Students	
Date of absence/withdrawal	Fee Liability
On or before the last day of teaching week 4 in Semester 1	No liability
From the start of the 5th Teaching week in Semester 1 up to last day of week 6 in Semester 1	25% of annual fee
From the start of the 7th Teaching week in Semester 1 up to last day of Semester 1	50% of the annual fee
On or after the start of Semester 2	100% of annual fee

International Students	
Date of absence/withdrawal	Fee Liability
Prior to CAS application	No liability
After CAS application	£400 administration charge
From the start of the Semester 1 up to last day of Semester 1	50% of the annual fee
From the last day of Semester 1 up to last day of Semester 2	100% of the annual fee

Payment of Refunds:

The following terms apply to the payment of any refund of tuition fees made under this policy:

- Approved refunds will strictly be paid in the same method and to the same account as the money was originally received. This is to comply with Money Laundering Regulations 2017. Evidence of payment and copy bank statement will be required to verify details.
- Refunds will normally be processed within 28 days from the date of approval of the refund.
- All refunds will be calculated in UK sterling. The College will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges involved.
- Where payment of tuition fees was split between more than one payee, any refund due will be made in the proportion to the original split.
- Cash refunds are not made.

Exclusions

The following circumstances (which are non-exhaustive) will not qualify for a tuition fee refund:

- No tuition fee refund will be provided where the student is in breach of the College's policies and procedures and is disciplined by the College by being withdrawn from their academic programme or in serious cases has their studies terminated.
- No tuition fee refund will be provided for Temporary Withdrawals.
- For distance learning, no tuition fee refund shall be provided outside of the Cancellation Period.
- Tuition fee refunds will not normally be paid for Short Courses

International students

The following is extra information relevant for International Students (those in receipt of a CAS).

Deposit refunds

If you have paid a Deposit, a refund of your Deposit will be granted where application for a Student Visa is refused (documentary evidence of refusal will be required). A £400 administration charge will apply.

However, no refund will apply where (i) a visa application is refused due to submission of fraudulent documents/deception, or (ii) incomplete or incorrect information has been provided as part of the admissions process.

Tuition fee refunds

The College retains the right to withhold tuition fee refunds until such time as it has evidence that an International Student has returned to their home country or been granted a new period of leave by the Home Office (documentary evidence may be required). Please send confirmation of this to: studentadmin@almcollege.ac.uk