



## POLICY 2: REFUND AND COMPENSATION POLICY

London School of Commerce & IT has a fair and transparent policy on refunds of tuition fees, which applies to all its students. All cases will be treated on individual merits and circumstances.

### **Refunds will only apply under the following exceptional circumstances**

- Full refunds will be given to students if the College is unable to offer an advertised course on the start date or within six months thereafter due to insufficient student applications.
- If a student becomes ill during the duration of the course they will be advised to temporarily withdraw from the College by definition, expected to return. Refunds will not be issued for temporary withdrawals in case of illness and any resulting credit will remain on the student's account and be carried forward to the following year to count towards further fees charged
- Students who temporarily withdraw from their studies or are withdrawn by the College due to disciplinary reasons, remain liable to pay any outstanding fees for the full year due to the College and re-enrolment will not be permitted until outstanding fees have been paid.

### **Self-financed students or Sponsorships**

- Self-financed students who withdraw from a course after two weeks following the start date of the course will not be entitled to any refund, and any fees outstanding will remain payable.
- The refund will be made to the same account/person from where it is paid originally.

### **Student finance**

- If a student finance application is not approved, the balance will remain outstanding which the student will be liable to pay.

- Where Student Finance England (SFE) ceases payments due to the student's withdrawal or any other reason, the student will be liable for the balance of outstanding fees for the year.
- If the student withdraws from their course after first two teaching weeks, full fees will be due and no refunds will be given.
- SFE tuition funds cannot be used to cover the previous year's outstanding tuition or carried forward to subsequent years as they pay for specific study with a specific amount of funding for each academic year.
- Where the College is required to refund any Student Loan payments received, it follows the guidelines of Student Finance England and action refunds through the change of circumstances system.

### **Change of Course**

If a student wishes to transfer to a new course, then new course fees will apply. Previous course fees will not be transferred to the new course.

### **Refund Procedures**

Signed applications for a refund must be made by the student within 14 days of course withdrawal.

### **Compensation**

LSCI will pay compensation towards payment of additional travel costs for students affected by a change in the location of their course or provide funding to offset additional costs incurred by that relocation.

LSCI will pay compensation to students for their maintenance costs and loss of time where it is not possible to preserve continuation of study, in accordance with the Office of Independent Adjudicators Remedies and Redress Guidelines, April 2018.

<http://www.oiahe.org.uk/media/121676/remedies-and-redress-april-2018.pdf>

The College will maintain sufficient insurances and cash reserves to ensure business continuity in the case of exceptional events and to cover the costs of refunds and compensation as described above.

**Please Note:** A minimum period of 8 weeks is required to process a refund. A student, who has been refused a refund, can make an appeal to the management in writing. The management will take a decision accordingly.

**LSCI Policies 2024**  
**Refund and Compensation Policy**  
**Effective from: Jan 2024    Review Date: Dec 2024**

**Reviewed: Jan 2024**  
**Dr Anwarul Haque**  
**Version 5**