

Refund and Compensation Policy

Document Summary

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The City College (TCC) is committed to protecting the interests of its students as consumers of educational services. This policy outlines our clear and transparent procedures for tuition fee refunds and compensation in the event that a course is terminated or a student withdraws, as well as clear information before enrolment.

This policy is designed to comply with the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Competition and Markets Authority (CMA) guidance for higher education, and Office for Students Conditions of Registration C1 (guidance on consumer protection law) and C3 (Student Protection Plan).

1. Course Termination & Significant Changes

In the unlikely event that a course is terminated, or if a significant change is made to a course after you have enrolled, The City College will communicate with all affected students and provide:

- Those on Pearson courses, a formal transcript and Pearson Notification of Performance or Certificate of Unit Achievement for all completed and internally verified units.
- Support for transferring to another course at TCC or a suitable alternative provider.
- A Student Protection Plan-compliant refund and compensation plan for tuition fees and any reasonably incurred additional costs, including a right to withdraw with a full refund if you do not consent to the change.

2. Student Withdrawal: Refund Policy

Our refund and fee liability policy is based on the timing of your withdrawal and whether you are self-funding or funded through the Student Loans Company. All eligible refunds will be returned to the original paying account holder and processed within 14 days of written agreement.

A. For All Self-Funding Students

Withdrawal Before the Course Starts:

More than 14 days' written notice: You are entitled to a full refund of tuition fees. For Acupuncture and Tui Na courses, the Registration Fee of £150 is non-refundable. An administration charge of £150 will also be deducted from the refund.

Less than 14 days' written notice: You are liable for the full fee of the first semester or term. Any fees paid in advance for subsequent terms will be refunded.

Withdrawal During or After the Course Starts:

You will be liable for the full fee of any term or semester in which you have officially been marked with an attendance record. You are not entitled to a refund for any term or semester that has already started.

The college will not provide a refund for withdrawal due to personal circumstances such as changes in work commitments, finances, or other reasons.

B. For HNC/HND Students Funded by the Student Loans Company (SLC)

The college will notify the SLC of your withdrawal.

Any tuition fee refund or outstanding liability will be calculated and handled by the SLC, not by the college directly.

Refunds are not made directly to the student or any other party. The SLC will recover any fees as per its clawback procedure.

3. Compensation

In the event of a course termination, a compensation plan may be agreed upon to cover:

- Lost time.
- Additional tuition costs.
- Reasonable travel or relocation costs.

Payments will be made to the account holder who originally suffered the loss.

4. General Conditions

Any debts or charges owed to the college will be subtracted from any refund due.

We will never charge disproportionate fees or require payment for services not provided.

All terms in your contract with the college are fair and reasonable and do not restrict our liability for negligence.

The college will consider exceptional circumstances, including extreme weather, national emergencies, industrial action, public health emergencies or infrastructure incidents, as well as support for disabled students or those experiencing hardship. This can include alternative teaching methods and additional academic or pastoral support.

5. Contact

If you have any questions about this policy, please get in touch with the Managing Director: triaz@citycollege.ac.uk.