



Stratford College London

Fees Refund and Compensation Policy

Version Number	SCL/FRCP/APR2026/04	
Member of Staff Responsible	JONATHAN OMANI	
Record of Revisions to Policy		
Date	Details	Approved by
03 Sep 2018	Published	BOD
13 May 2021	Reviewed	BOD
13 APR 2024	Reviewed	BOD
13 Apr 2025	Reviewed	BOD
13 Apr 2026	Reviewed	BOD
Date of Current Policy	13 Apr 2026	
Next Review Date	12 Apr 2027	
Review to be approved by	BOD	



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In line with guidance with sector regulatory requirements on higher education provision and CMA guidance on Consumer Protection Law, the College has taken due consideration of the need to state and clarify how students are protected in terms of continuity of studies (College Student Protection Plan) and fees refund and compensation where a course of study is discontinued.

Definition of Terms

(a) Tuition Fees

These are fees paid for tuition provided by the College in relation to a student's specific course of study.

(b) Refund of fees

Repayment of fees paid to student where a course is discontinued or closed.

(c) Compensation

Payment in recompense for extra travel costs incurred as a result of the College not being able to offer services appropriately or as expected.

Compensation shall be in the form of financial payments determined by the method prescribed in **Table 1** in this policy.

(d) Closure or discontinuation of a course of study

Where reference is made to a closure or discontinuation of a course of study that a student is entitled to a refund or compensation, the meaning shall be

- that the student is enrolled on that academic programme
- and that the intended closure or discontinuation takes place before the student completes the academic programme.

The refund of fees will therefore not be applicable to students who have completed their studies. A request for compensation by a student who has completed a course of study may be made where the student has reasons to believe that they are entitled to compensation. This may be made by completing the Complaints Procedure and submitting it to College admin to be addressed by the College.

Information on the intention to close or discontinue a course of study will also be given to prospective students who have accepted an offer of a place. Guidance will be given to students affected to enable them decide on an alternative course of study at the College or an alternative that is suitable in another provider.

Making a Claim

Claims for refund and/or compensation can be made by students by completing the College Claims form for fees refund and compensation and submitting it at the admin desk where a receipt will be issued. The timeline for decision on a claim is 14 working days from the date of submission of claim form duly completed, signed and dated.

Where a student claimant feels dissatisfied with the claims process as described herein, they may opt to use the College Complaints Procedure.

Conditions for Fees Refund

Where the College is unable to continue delivering a course of study that the student is enrolled on but has not yet completed, a student may put in a claim for refund and/or compensation. This may be the result of:

- (i) Loss of awarding body centre status
- (ii) Loss of qualification approval status
- (iii) Lack of specialist tutors to deliver a specific course
- (iv) Student numbers not viable for the course to be delivered

Conditions for Compensation

The College will consider the following factors in determining whether the student is entitled to compensation:

- (i) The College has failed to fulfill a specific agreed obligation/s of a course provision
- (ii) A disruption of lectures has significant impact on the student's ability to achieve learning outcomes of the course of study
- (iii) The College failed to mitigate risks associated with a specific disruption of normal lectures
- (iv) The student has demonstrated no efforts to minimise losses. For example, where the student makes no effort to make use of suitable alternative services provided
- (v) Such disruption and alternative arrangements were duly communicated to affected students in a timely manner
- (vi) The alternative arrangements were significantly inconvenient to the student
- (vii) The alternative arrangements created extra costs incurred by the student (e.g., extra travel cost).

Compensation for loss suffered by students as established under the above conditions shall be made in accordance with the severity of the loss incurred using the method prescribed in **Table 1** below.

This policy shall be reviewed by the College on an annual basis and made consistent with the College Student Protection Plan.

TABLE – 1

REFUNDS

Fees refund and compensation will be approved after claims are checked as meeting the above conditions. Approved refund claims will be paid after deduction of any debt owed to the College by the claimant. The refund conditions are in accordance with the UK Consumer Protection Act (2014).

Table 1

Course withdrawn or Discontinued	
a) Within 2 weeks of the start date	No fee liability
b) After two weeks of course commencement	Pro rata fees liability

Refunds will be made in compliance with the Money laundering, Terrorism Financing and Transfer of Funds (Information about the Payer) Regulations 2017. The College shall make refunds to the original payer. The method by which fees were paid to the College shall be followed in making fees refund. For example, where payment of fees was made by credit card, BACS or by a Sponsor, refund will be made to the bank account of the same credit card, BACS or Sponsor.

The above conditions shall be applicable to all students:

- Self-finance
- Sponsor payment
- Students Loans Company
- Or Employer

The College will not make refund payments to students who have voluntarily left the course of study or those not attending for a period of 4 weeks prior to the course closure. Where course closure is temporary due to circumstances beyond College control (e.g., fire, flood other force majeure, adverse weather condition, utilities failure, any government imposed restrictions or a terrorist attack) College will not make refund payments.

Office of the Independent Adjudicator (OIA)

Compensation payment shall be made in accordance with the guidelines of the OIA and individual student circumstances.

The OIA indicative compensation bands for distress and inconvenience awards are as follows: Moderate Up to £500; Substantial Between £501 and £2,000; Severe between £2,001 and £5,000

For more information on examples of moderate, substantial and severe please visit the following link

<https://www.oiahe.org.uk/about-us/reviewing-complaints/what-happens-when-a-student-complains-to-us/putting-things-right/what-about-distress-and-inconvenience/>