

# Refund Policy

## Introduction

As a registered provider of higher education, LMC has published a Student Protection Plan which sets out how continuation and quality of study will be preserved for current and potential students if a risk to their continued study crystallises. The Student Protection Plan is designed to assure current and future students that LMC has appropriate arrangements in place to protect continuation of study. It outlines the types of risks that might apply and explains the approach LMC would take if these risks were to materialise.

In addition to the Student Protection Plan, LMC is required to adopt a Refund and Compensation Policy setting out the circumstances in which LMC will refund tuition fees and other relevant costs to students and provide compensation where necessary if LMC is no longer able to preserve continuation of study for one or more students. The Student Protection Plan identifies this as an unlikely risk, but we recognise that if it were to occur, affected students should receive a refund of fees and appropriate compensation in accordance with this policy.

LMC considers refunds and compensation to be a remedy of last resort and is committed to using its best endeavours to ensure all students are able to continue and complete their studies. It is however important to explain how LMC will refund or compensate students if LMC is unable to preserve that continuity of study.

In this Policy a reference to LMC no longer being able to preserve continuation of study means that LMC has 1) closed a programme, 2) intends to place a course into a teach-out process or 3) has unexpectedly had to terminate a programme.

- a. A programme of study on which an individual has been offered or accepted a place before that individual can register as a student or;
- b. A programme of study on which a student is registered before that student has completed that programme but which LMC will deliver until all students have completed or;
- c. A programme of study which can no longer be delivered by LMC and has to unexpectedly end before the students can complete the programme.

It does not include changes to or termination of programmes where all registered students who would normally have been expected to complete at the date of termination have done so.

There is no financial risk to students as the funding will be provided on a monthly basis by the employer. In addition, there is no financial risk to the Employer as the funding is from the Digital Apprenticeship Service (DAS) and LMC will follow the ESFA funding guideline process.

## Course Closure

If such circumstances arise, LMC will, when preparing its plan for dealing with the termination, consult the students that have applied to the programme and, as a minimum, following the guidelines set out in the Course Closure Policy, will:

- 1) Offer those students advice and support to help them decide whether or not to transfer to a different programme at LMC or seek transfer to a suitable alternative provider to complete the programme which is to be temporarily closed;
- 2) Offer to pay reasonable travel costs to cover at least one visit per student to visit an alternative provider;
- 3) Put in place, in consultation with the Student Union, a compensation plan relevant to the circumstances of the particular closure that includes provision for compensation in respect of additional costs reasonably incurred by students as a result of any relocation.

LMC will also ensure that its plan for dealing with the programme closure includes appropriate provision for communicating with who have been offered or who have accepted a place on the programme, to include as a minimum an offer of advice and support to help them decide whether or not to apply for a different programme at LMC or seek a suitable alternative.

## Teach-out Process

The teach-out process will mean that a course has been placed into teach-out with no further enrolments taking place to that programme. Normally, the programme will continue to be delivered as originally validated/approved, unless an unexpected programme termination has to be put in place.

## Unexpected Programme Termination

An unexpected programme termination occurs when a risk to continuation of study occurs due to unforeseen circumstance and LMC has no alternative but to terminate a programme before the end of the actual end date.

If such circumstances arise, LMC will treat communication and consultation with the students registered on the programme as a priority and will communicate this to the affected cohort/s of students within ten working days of the decision being made.

As a minimum, LMC will:

- 1) Ensure all students on the programme receive the exit award (for example, Functional Skills, contributory certificates or diploma or unit certification where appropriate) that recognises the stage they have reached;
- 2) Offer those students advice and support to help them decide whether or not to transfer to a different programme at LMC or seek transfer to a suitable alternative provider to complete the programme which is to be terminated;
- 3) Offer to pay reasonable travel costs to cover at least one visit per student to such an alternative provider;

- 4) Ensure that any student who has been in receipt of a bursary or similar funding and who would have continued to receive that bursary or funding had the programme not terminated receives the remainder of that bursary or funding whether they transfer to a different programme at LMC or to the same programme at an alternative provider.

## Compensation

The compensation plan will include appropriate provision for:

- 1) Maintenance costs;
- 2) Lost time;
- 3) Additional tuition costs;
- 4) Travel costs as a result of relocation of provision.

Relevant guidance published by either the Office for Students or the Office of the Independent Adjudicator for Higher Education will be taken into account in preparing any such plans.

## Payments

Refunds will normally only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee and will not be paid in cash. This applies whether the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees or has their tuition fees paid by a sponsor.

## Related Documents

This Refund and Compensation Policy is linked to LMC's Student Protection Plan, Course Closure Policy and the HE Academic Fees Regulations. It will be reviewed on a termly basis with those documents through the Student Engagement Committee.