

# Refund Policy

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The Islamic College has adopted the following policy with regards to fee refunds for full-fee-paying students studying in the UK or via our distance education programme at OpenStudy. The currency used in this policy is (£) sterling (GBP). Note that this agreement does not remove the right to take further action under UK consumer protection laws.

## **A. DEFINITION OF TERMS USED IN THIS POLICY**

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The following definitions may assist in the comprehension of this policy:

1. **Fee Refund:** A process where the Islamic College removes money from the student's Islamic College account and makes a payment to the student.
2. **Registration Fee:** A deposit that full degree students pay on acceptance of their offer, and which contributes towards tuition fees in the program. The amount required is fixed and is written on your offer letter. Note that registration fee is non-refundable.
4. **Study Period:** The appropriate period of enrolment depending on the program(s) undertaken by the student. This will either be an academic year, semester or summer term period.
6. **Census Date:** The last day to withdraw from a unit or a programme without penalty. Census date would usually be 2 weeks after the commencement date of each academic year. Please check your hand book to find the relevant census date for each course (undergraduates/ postgraduate / distance / in-house may vary).
7. **Packaged Program:** A programme that includes multiple courses, which may or may not be wholly provided by the College. If some courses within a packaged programme are provided by an external party, then refunds relating to that course will not be covered by this policy.

## **B. OTHER REFUND POLICIES**

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This policy does not apply to students that fall under the following categories:

1. Students enrolled at the Islamic College studying any short courses offered in-house or via Openstudy.
2. Students who participate in the programs who pay fees to a third party provider or home institution will be subject to the refund policy of that provider or institution.
3. Students whose fees are paid by a third party i.e. scholarship, sponsorship etc. In such cases the refund policy applies directly to the third party and not the students.

## **C. REFUND PROCEDURE**

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All refund requests on tuition fee payments must be in writing.

Students are also required to fill in appropriate forms (withdrawal/ deferral/ course change) based on their circumstances for changes made in their student status. The forms will be available on request from the academic registry.

Refund requests should be usually made within 14 days in the event of a qualifying for a refund.

For undergraduates and postgraduate taught students, no refund will be made if an undergraduate or postgraduate taught student withdraws after six months attendance (if studies commenced during the session).

Failure to comply with the above may cause processing delays and complications.

Please note that incomplete forms and forms without sufficient supporting documents cannot be processed.

Refunds will be granted according to the following guidelines. Any requests which fall outside these guidelines will be sent to the Executive Board for a decision.

## **D. ELIGIBILITY FOR REFUND OF FEES**

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### **1. SPECIAL CONSIDERATION**

1.1 Special consideration may be given to any refund request regardless of other provisions set out in the rest of this policy. This may change the amount of fees that are refunded.

1.2 Withdrawal due to exceptional circumstances may be accepted as grounds for either a total or partial refund of fees.

Exceptional circumstances may include but are not limited to:

- (i) A student visa application being refused prior to the commencement of the program,
- (ii) Serious illness or disability which prevents continuation of study,
- (iii) Death or serious illness of the student or a member of their immediate family (parent, sibling, spouse, or child), and
- (iv) Political or civil unrest, or natural disaster.

1.3 All applications for special consideration must be accompanied by evidence documenting the circumstances (e.g. medical certificate). Students must also consult a Student Advisor at the College for consideration of the evidence of exceptional circumstances.

### **2. STUDENTS WHO ARE NOT ELIGIBLE FOR REFUND**

2.1 If a student is found to have provided false or misleading information to the Islamic College at any time, the College reserves the right to retain up to 100% of any fees paid and may annul that student's enrolment.

2.2 A student who withdraws from a course after the census date of the relevant study period will not be eligible for a refund unless special consideration is given.

2.3 A registered student who has not completed their studies in that study period will not be eligible for a refund unless special consideration is given. The credit will remain in the student's account and will be allocated towards tuition fees for subsequent semesters. This includes credit from:

- (i) Overpayment in any study period, and
- (ii) Withdrawal from one or more units after payment has already been made.

2.4 Application fees are nonrefundable.

### **3. ADMINISTRATION FEE – FULL DEGREE STUDENTS**

3.1 The administration fee is a deposit that contributes towards 5% of tuition fees in every program. The deduction will depend on the date that the College receives the *Withdrawal* form:

**Table 1 (Administration Fee)**

**Withdrawal Date Deduction**

Within 48 hours of submitting the application	Full Refund
After receiving an provisional offer	50% Refund
After accepting the provisional offer	No Refund
After accepting an unconditional offer	No Refund

3.2 In cases where the administration fee is less than the deduction as listed in Table 1, then the student will not be eligible for a refund.

3.3 The only exception to Table 1 occurs if the student applies then withdraws, within the four weeks prior to the study start date. Where this is the case, then the value of the deduction will be 50% of the tuition fee for that study period.

3.4 Where a student has completed a course in a packaged programme and did not meet the conditions to allow them to commence the next course in the packaged program, they may make a request for a new offer package or alternative offer to be issued. If the student decides to withdraw instead, then a deduction will be made as per the values listed in Table 1 above, i.e. failure to complete the first component of a package course does not entitle the student to a full refund, but instead to a partial refund.

**4. TUITION FEES – FULL DEGREE STUDENTS**

4.1 A student may withdraw from their programme at any time, however any refund of tuition fees other than the administration fee may be subject to a deduction (the administration fee is also subject to a deduction). The deduction will depend on the date that the College receives the *Notice of Withdrawal* form:

**Table 2 (Tuition Fee)**

**Withdrawal Date Deduction**

Before the first day of the relevant study period	Full Refund
After the first day of the relevant study period but before the census date of that study period	Full Refund
After census date and before 5 weeks of study	50% Refund
After 5 weeks of study	No Refund

4.2 If the credit in the student's account is less than the deduction as listed in Table 2, then the student will not be eligible for a refund.

4.3 There is only one exception to Table 2. That is when the student has been notified of their exclusion from the College after they have already paid the tuition fee, and has had their enrolment cancelled. In such cases, the student is entitled to a full refund.

4.4 Where a student has both administration fee and other tuition fees in their account, the deductions will be applied separately, i.e. the administration fee will be subject to a deduction under Table 1, and the other tuition fees will be subject to a deduction under Table 2.

## 5. INTERNATIONAL STUDENTS

Each international student must pay an administration fee of £300 plus 50% of the tuition fee in order to accept their offer of admission to The Islamic College and to enable their application for a student visa. A student may withdraw from their programme at any time; however any refund of the administration fee will be subject to a deduction.

**Table 3 (International Students)**

<b>Withdrawal Date</b>	<b>Administration Fee</b>	<b>Tuition Fee</b>
Before receiving a Visa letter from the college	£150 (50% Refund)	Full Refund
Upon being refused entry to the UK	£150 (50% Refund)	Full Refund
After arriving in the UK and transferring to another college	£300 (No Refund)	50% Refund
After 2 weeks of study	£300 (No Refund)	No Refund for that study period

## 6. STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS IN THE UK

6.1 A student who obtains permanent resident status in the UK before commencing their studies should apply for admission through the Undergraduate or the Postgraduate Studies departments as appropriate to the level of their program. If they continue to study at The Islamic College, then any credit in their account will remain in their account in full to be allocated towards tuition fees in subsequent study periods.

6.2 Where students obtain permanent resident status in the UK and decide not to continue to study at The Islamic College, then a deduction of £300 will be made as their administration fee, and a full refund will be processed for tuition fees other than the administration fee.

6.3 Please note that students who obtain permanent resident status after the census date in the relevant study period will be considered an international student for fee calculation purposes and will be liable to pay the tuition fees applying to international students for that study period. From the next study period onwards, the student will be considered a permanent resident for fee calculation purposes.

## 7. DISTANCE EDUCATION/ OPENSTUDY STUDENTS

7.1 A student who participates in the distance education programme and pays fees to The Islamic College may be subject to a deduction if they withdraw. The deduction will depend on the date that the student submits their withdrawal form:

**Table 4 (Distance Education Tuition Fee)**

**Withdrawal Date Deduction**

Four or more weeks prior to semester start date	Full Refund
Up to 2 weeks after the semester start date	Full Refund
2- 5 weeks of study	50% Refund
After 5 weeks of study period	No Refund

7.2 In cases where the credit in the student's account is less than the deduction as listed in Table 3, then the student will not be eligible for a refund.

**E. PAYMENT OF REFUNDS**

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1. Payment of refunds will be made within four weeks of receiving the approval for the *Refund Request*.
2. Where The Islamic College defaults on provision of the program, payments will be made within four weeks of the default day.
3. Payments will be made to the student's account in his country of permanent residence, except where payment is less than £500 or where the student has a valid visa beyond the conclusion of their program.
4. Refund payments will be made in Pound Sterling (GBP).
5. Payment will be made by electronic funds transfer (EFT) or by The Islamic College cheque to a recipient within the UK and by international bank draft to a recipient overseas.
6. Refunds will be made payable in the name of the student unless:
  - (i) The student is transferring to another institution in the UK, and has nominated this institution as the payee on the refund request form,
  - (ii) The student is receiving financial aid from the Government – in this case the refund will be made directly to the lending institution,
  - (iii) The student is receiving sponsorship or scholarship – in this case the refund will be made directly to the body providing the sponsorship or scholarship,
7. In exceptional circumstances where a third party is involved, the student must apply for special approval through consultation with the Finance Department of the College.

**F. APPEALS**

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If a student is not satisfied with the decision made regarding refund of fees, they may submit a written appeal to The Islamic College. This appeal must be addressed to the Head of the Higher Education

Department and all previous correspondence between the student and The Islamic College must be attached. The appeal will be considered by the Head of the Higher Education Department or his nominee, and the student will be informed of the result of the appeal within 14 days of the receipt of the appeal.

If the appeal is not upheld by the Head of the Higher Education Department or his nominee, it may be taken to the Principal who will determine the matter on the basis of this policy, and the Higher Education Department's Code of Practice and relevant UK regulations.

These appeal provisions do not restrict the student's rights to pursue other legal means for disputes which they may have against the College in relation to your entitlement to a refund. Refunds may be withheld if you are in debt to the Islamic College.