



FEE REFUND POLICY



September 2025

To be reviewed in September 2026

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1 REFUND POLICY

1.01 DEFINITION OF TERMS USED IN THIS POLICY

The following definitions are provided to assist in the understanding of this policy:

1. **Fee Refund:** A process whereby the Islamic College repays the fees that the student has paid for their programme or the courses they have enrolled.

2. **Registration Fee:** A deposit paid by full degree students upon acceptance of their offer. This fee contributes toward the full tuition fees in the programme. The required amount is fixed and stated in the offer letter. *Please note: the registration fee is non-refundable.*

3. **Study Period:** The appropriate period of enrolment, depending on the programme(s) undertaken by the student. This may be an academic year, a semester, or a summer term.

4. **Census Date:** The final date by which a student can withdraw from a unit or a programme without financial penalty. The census date is usually two weeks after the commencement of each academic year. Students should consult their handbook for the exact census date applicable to their course (dates may vary for undergraduate, postgraduate, distance, or in-house programmes).

7. **Packaged Program:** A programme that includes multiple courses, which may or may not be delivered entirely by the College. If some courses within a packaged programme are delivered by an external party, then refunds relating to these courses will not be covered by this policy. In such cases the students should consult the refund policies of the external parties who have delivered the courses in question.

8. **Withdrawal from the academic programme (s):** This applies to cases where the student decides to leave a particular course or a whole programme at some stage before the completion of the course or programme.

1.02 OTHER REFUND POLICIES

1. **Mini Courses (up to three sessions):** No refund is available for these courses.

2. **Short Courses (ten or more sessions):** 80% of the course fee will be refunded, provided cancellation is made before the commencement of the third session.

3. **Third-Party Payments:** Where a student's fees are paid by a third party (e.g., scholarship, sponsorship), the refund policy applies directly to the third party and not to the student.

1.03 REFUND PROCEDURE

Failure to comply with the procedures outlined below may result in processing delays or complications. Incomplete forms or forms submitted without the required supporting documentation will not be processed.

1. All refund requests for tuition fee payments must be submitted in writing.
2. To complete the refund process, students are required to fill in the appropriate forms (Withdrawal or Course Change). These forms are available upon request from the Student Administration Office.

1.04 ELIGIBILITY FOR REFUND OF FEES

1. Special Consideration: The College reserves the right to give special consideration to any refund request, regardless of the other provisions outlined in this policy. This may result in a total or partial adjustment to the amount of fees refunded.

2. Exceptional Circumstances: 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) Serious illness or disability preventing continuation of study;
- (ii) Death or serious illness of the student or an immediate family member (parent, sibling, spouse, or child);
- (iii) Political or civil unrest, or natural disaster.

3. Application Requirements:

All applications for special consideration must be submitted in writing.

Appropriate supporting documentation (e.g., medical certificate, death certificate, or official confirmation of circumstances) must accompany the application.

Students are required to complete the relevant forms (e.g., Withdrawal, Deferral, or Course Change) based on their circumstances. These forms are available from the Student Administration Office.

Students must also consult the Student Administration Office for review and verification of the evidence provided.

1.05 STUDENTS WHO ARE NOT ELIGIBLE FOR REFUND

1.05.01 False or Misleading Information

Where a student is found to have intentionally provided false or materially misleading information — including, but not limited to, forged academic documents, identity fraud, or misrepresentation of immigration status, Misrepresentation of English Language Proficiency — the Institute reserves the right to annul the student's enrolment and Omitting Disqualifying Academic History. In such cases, the Institute may retain part or all of the tuition fees paid, based on the nature of the misconduct and the services already provided.

Table 1: Fee Retention percentage due to Misleading information by the students			
Stage of Discovery	Services Delivered	Examples	Retainable Fee
Before enrolment starts	None	Student accepted, but fraud found before term begins	0%
Within first month	Minimal	Student attended a few sessions	10–25%
Midway through term	Moderate	Attended lectures, used resources	30–60%
After full term/year completed	High or full service delivered	Misconduct discovered post-completion of term	70–100%

1.06 ADMINISTRATION FEE – FULL DEGREE STUDENTS

The **administration fee** is a deposit equal to **5% of tuition fees** for each programme. Deductions from this fee will depend on the date the College receives the official *Withdrawal Form*.

1.07 ADMINISTRATION FEE DEDUCTION

The Islamic College does not charge students for administration fees.

1.08 TUITION FEES – FULL DEGREE STUDENTS

A student may withdraw from their programme at any time. However, any refund of **tuition fees** may be subject to deductions. The deduction will depend on the date the College receives the official *Notice of Withdrawal Form*.

1.09 TUTION FEE DEDUCTION

If withdrawal before census date	0%
If withdrawal during Term 1 (after the census date)	25%
If withdrawal during Term 2	50%
If withdrawal during Term 3	100%

1.10 PAYMENT OF REFUNDS

- Refunds will be paid within **four weeks** of receiving approval for the Refund Request.

2. In cases where The Islamic College defaults in the provision of a program, payments will be made within **four weeks** of the date of default.
3. The refund will be repaid to the account to the same account from which the student has paid their fees.
4. Refunds will be issued in **Pound Sterling (GBP)**.
5. Payment methods:
 - **Electronic Funds Transfer (EFT)** or College cheque for recipients within the UK.
 - **International bank draft** for recipients 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 that institution as the payee on the refund request form;
 - (ii) The student is receiving financial aid from the government, in which case the refund will be made directly to the lending institution;
 - (iii) The student is receiving sponsorship or a scholarship, in which case the refund will be made directly to the sponsoring body.
7. In exceptional circumstances where a third party is involved, the student must seek **special approval** through consultation with the **Finance Department** of the College.

1.11 APPEALS

If a student is not satisfied with a decision regarding a refund of fees, they may submit a **written appeal** to The Islamic College. The appeal must be addressed to the **Student Appeals Fee Committee** and include all previous correspondence between the student and the College.

The appeal will be reviewed by the Committee or their nominee, and the student will be informed of the outcome within **14 days** of receipt of the appeal.

If the appeal is not upheld, the student may escalate the matter to the **Principal**, who will determine the case based on this policy, 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 avenues** for any disputes with the College regarding entitlement to a refund.