

## **Refund and Compensation Policy**

<b>Group responsible:</b>	Executive Team
<b>Individual responsible:</b>	Director of Finance & Administration (DFA)
<b>Date reviewed:</b>	December 2024
<b>Date of next review:</b>	December 2026

### **Policy Statement**

London School of Theology will provide a refund of tuition and other related fees, with suitable compensation where appropriate, for the circumstances listed below.

#### **1. Preamble**

1.1 London School of Theology (LST) is one of the largest independent Christian theological colleges in Europe and as such aims to deliver market leading education in a range of courses and programmes at degree, masters and research programme levels.

#### **2. Normal Refund Policy**

2.1 All LST Fees are invoiced and payable annually in advance.

2.2 The liability point for an academic year is the first day of the Autumn term as displayed on the School website, which for the avoidance of doubt for on-campus students is the first day of freshers' week. A fourteen-day cooling off period applies from this date, so if a student notifies registry and finance of their intention to interrupt / withdraw during this period by completion of the appropriate form, then any invoices for the year will be credited in full. The student will still be liable for any accommodation / meals provided during this period.

2.3 Payment may be made by instalments, following submission of an approved LST payment Plan. The Middlesex Registration Fee cannot be paid by instalments and is payable in full by 31<sup>st</sup> October.

2.4 Residential Fees cover all term-time meals and accommodation.

2.5 Programme Fees cover tuition for the whole academic year. If a student withdraws before the end of Semester 1 then fees for Semester 2 will be refunded. Students who withdraw from their course of study during the year are liable to pay the Middlesex fees for the full year.

2.6 Students who wish to move out of School accommodation are responsible for Residence Fees for the remainder of the year or until they or the School has found a suitable substitute.

### **3. Refund and Compensation Policy for the interruption of studies resulting from inadequate lecturing, or non-availability of suitable facilities**

- 3.1 LST takes seriously its responsibility to ensure that its students are completely satisfied with the education they receive through the delivery of these programmes and ensures there are multiple ways for them to feed back to the School and its faculty any concerns they may have.
- 3.2 The student in the first instance should approach the relevant member of faculty to discuss any concerns they have with the delivery of a course, failing which each program has a designated program administrator and program leader that students can approach to discuss the matter. The School also has an established tutorial system through which feedback can be made. Should a student still not be satisfied with the responses received LST has a number of documented student policies and processes they can turn to; these include the Student Complaints Policy & Procedure.
- 3.3 Clearly it is hard to formulate policies and processes to cover every eventuality in which the School would agree that a student's dissatisfaction with their tuition has fallen short of what would be considered acceptable, or simply had not been delivered at all due to factors beyond the School's control.
- 3.4 LST would initially seek to rectify any shortcoming through re-running the relevant programme, potentially with different lecturers or running the course in an alternative venue if there was a problem with the LST site, or in an extreme case ask a partner organisation to deliver the course for it.
- 3.5 Depending on the circumstances a refund of fees / accommodation related costs might be the appropriate course of action, which would be actioned differently depending on how the fees had originally been paid for:
  - 3.5.1 If funded via student loan the School would work with the Student Loan Company to refund the fees directly via a change of fee notification.
  - 3.5.2 If funded by the individual the repayment will go back to the individual.
  - 3.5.3 If funded by a sponsor the sponsor would be contacted to check how they would like to be refunded.
- 3.6 Where the solution offered is to deliver the course in a different venue, students would be compensated for any additional costs incurred travelling to the other location or if living onsite, transport would be provided.
- 3.7 If the solution accepted is to transfer the student to an alternative provider, then rather than refund the fees, LST would pay the fees over to that alternative provider with any relevant scholarships / bursaries that the student had been awarded, to ensure they are no worse off. Depending on the personal needs of each student, the School would also consider awarding compensation for inconvenience / lost time.