



FEE, REFUND AND COMPENSATION POLICY

This policy outlines the arrangements for collection of student fees and charges, refunds and compensation. It:

- covers sanctions which may be used in relation to students with overdue debts and is designed to ensure that all students are treated fairly and equitably
- has been written in plain English in order to highlight and clarify any important terms so their significance is not missed
- **must be read together with the full ArtsEd Student Terms and Conditions (Contract)**

1. Tuition fee charges

- 1.1. The amount that students will pay in respect of tuition fees is dependent on the course that they wish to study.
- 1.2. Tuition fees for each year of study are indicated in the offer of study letter sent by the Registrar. Further details relating to payment schedules are clarified in the ArtsEd Contract.
- 1.3. Once a student has enrolled they are responsible for the payment of their tuition fees and any other associated charges as per the terms and conditions of the ArtsEd Contract, including any amounts due from third parties which are not paid. Treatment of the non-payment of fees is outlined in section 9 below (Debt Policy and procedures).
- 1.4. ArtsEd reserves the right to reassess any student's tuition fee liability should new information come to light that may affect the original assessment.

2. Tuition Fee payment types

- 2.1. There are three tuition fee payment types:
 - (a) **Part-funded by student loan, and part self-financing** – student loan only covers part of the tuition fee and the student is required to self-fund a 'top-up' element. Part-funded students may be eligible to apply for an ArtsEd Bursary to help fund the 'top up' element.
 - (b) **Fully self-financing** – student is not eligible for student loan or opts to self-fund the full tuition fee.
 - (c) **Dance and Drama Awards** – government scholarships linked to students registered for the Trinity Professional Diplomas in Acting or Musical Theatre (for more detail see <https://www.gov.uk/dance-drama-awards>)

3. Equivalent or Lower Qualification (ELQ)

- 3.1. ELQ refers to students who are studying for a qualification that is the same level or lower than a qualification that they already hold.

- 3.2. If a student is a UK/EU student and returning to study a second undergraduate degree at the same or lower level as one they have taken previously, they are unlikely to be eligible for a fee loan from Student Finance England (SFE).

4. Tuition Fee Liability

- 4.1. Tuition fees must be paid by the first day of each term.
- 4.2. Tuition fees do not include the cost of validation by the awarding university, which is payable separately.
- 4.3. Even where fees are payable by a third party, students remain personally liable to ArtsEd for fees notified to them.
- 4.4. If eligible for financing from Student Finance England (SFE), the student is responsible for ensuring that their application for financing is made before the start of the academic year. Students must also ensure that any requests for further documentation and or information are complied with as soon as possible. Applications can be made on-line at <https://www.gov.uk/student-finance>
- 4.5. If a student is not in attendance at relevant confirmation of attendance dates they will not be eligible for Government funding and so become personally responsible and liable for any fees due.
- 4.6. If an employer or organisation is paying a student's tuition fees they will need to provide evidence of this in writing in line with the payment deadlines above, and all invoices must be settled in full within 30 days. If invoices are not paid in accordance with these terms the debt will revert directly to the student.
- 4.7. If fees are being paid by a relative or friend of the student this is not considered as a formal sponsorship. In this instance a student will be regarded as self-financing.

5. Fee Liability and Change of Circumstances

- 5.1. Tuition fee charges, for any self-financed element of tuition fees, are determined on the basis of enrolment status and not actual attendance. If a student stops attending, but has not formally withdrawn or intermitted their studies, they will be liable for self-financed tuition fees until the point in time that they officially notify ArtsEd.
- 5.2. If a student decides to withdraw from a course they must notify the relevant Course Director in writing of their decision. In the absence of written notification of withdrawal a student shall be assumed to be in attendance and as such remain liable for the payment of tuition fees.
- 5.3. In the matter of the recovery of the student loan element of the fees (for students in receipt of a student loan), ArtsEd will charge the student 33% of the annual tuition fee if the student withdraws during Term 1, 67% if they withdraw during Term 2, and 100% if they withdraw during Term 3.

6. Withdrawals

- 6.1. Undergraduate programmes:

| Confirmed withdrawal date | Fee liability |
|---|----------------------|
| Up to and including 14 days of the start of the Autumn term | 0% |
| On or after 15 days from the first day of the Autumn term | 33% |
| On or after the first day of the Spring term | 67% |

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| On or after the first day of the Summer term | 100% |
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- 6.2. The above policy applies if you are studying on any full-time course at ArtsEd.
- 6.3. If you are partly funding your tuition fees via a loan from the Student Loan Company (SLC), your withdrawal date will be reported to the SLC and your Tuition Fee Loan (& Maintenance if received) will be adjusted accordingly to reflect the correct liability and any interest accrued.
- 6.4. Students in receipt of Dance and Drama Award funding are subject to separate arrangements as set out in the DaDA application form.
- 6.5. The first day of Autumn, Spring and Summer term refers to the first date of your programme which for most, but not all, will be the same as the published term dates.
- 6.6. ArtsEd follows the guidance of Student Finance England, which administers student loans on behalf of the Government. Information on this can be found on the Student Finance England website <http://www.practitioners.slc.co.uk/policy/>
- 6.7. In the matter of the recovery of the outstanding programme fees over and above those covered by the student loan, ArtsEd will consider each student on a case-by-case basis. The options which may be applied in each case are:
 - 6.7.1. Fee remission, where students are permitted a part or full tuition fee waiver;
 - 6.7.2. Charge for the outstanding fee amount for the current academic year of the programme;
- 6.8. In the matter of the recovery of the outstanding programme fees for the Total Programme Fee (for students who are fully self-financing their programme), ArtsEd will consider each student on a case-by-case basis. The options which may be applied in each case are:
 - 6.8.1.1. Fee remission, where students are permitted a part or full tuition fee waiver;
 - 6.8.1.2. Charge the Programme Fee for the current academic year of the programme.

7. Intermittent Study and Termination of Study

- 7.1. The process specified in points 6.7 and 6.8 above also applies to students who choose to interrupt their studies or whose studies are terminated.
- 7.2. Where payment has been made in excess of the tuition fee charged (including non-refundable deposits) overpayment refunds will be considered on a case-by-case basis.

8. Fee waivers, Scholarships, Bursaries and Student Hardship Fund

ArtsEd Bursaries and Dance and Drama Award scholarships are offered at the commencement of each Academic Year. Other fee waivers and awards, including one-off payments to help students in financial hardship, may be offered at any point during the academic year on a case by case basis. Details of these, including how to apply, eligibility and terms and conditions, can be found on our website in the Fees and Funding tab for each course, or by contacting the Registrar directly in person, by email dbumpstead@artsed.co.uk or by phone 020 8987 6676.

9. Debt policy and procedures

- 9.1. If a student fails to pay their tuition fees on time, various services such as access to tutorials, library services or rehearsal space/studio bookings may be withdrawn and their enrolment may be terminated.
- 9.2. If a student is unable to pay any fees or charges by the appropriate due date, they should contact ArtsEd at the earliest opportunity. The Registrar and HE Administrators will be able to give advice on sources of funding available (see 8 above for contact details).

- 9.3. If the financial circumstances of a student change after they start their course then ArtsEd may be able to agree an instalment plan. Contact details for the Finance Department are included at the end of this policy. Please note that documentary evidence to support a request will be required before it can be considered.

10. Returning students with debt

Students with outstanding tuition fee debts from a previous academic year are not permitted to re-enrol. All tuition fee debts must be paid in full before a student is able to return to undertake another year of study.

11. External debt collection agencies

ArtsEd reserves the right to refer debt in respect of any former student to an external debt collection for recovery.

12. Refunds

12.1. Refunds: Student Loans Company (SLC)

- 12.1.1. Where fees have been paid by the Student Loan Company any refunds due will be paid to the Student Loans Company, thereby reducing the value of the loan.
- 12.1.2. When students have confirmed their fee liability with ArtsEd they should log in to their Student Finance England account and reduce the amount of funding required, if applicable, their tuition fee loan at: <https://www.gov.uk/student-finance-register-login>

12.2. Refunds: Complaint Remedies

- 12.3. Where a student submits an appeal or complaint, requesting a refund or compensation, it should be noted that financial compensation may not always be an appropriate response or agreed remedy when addressing a complaint or appeal. Alternatives to financial compensation might include an apology or goodwill gesture, or an offer of alternative learning methods if the course cannot be delivered in the way it was originally intended.
- 12.4. A **refund** relates to the repayment of sums paid by a student to ArtsEd or an appropriate reduction in the amount of sums owed in future by the student to ArtsEd.
- 12.5. **Compensation** will relate to some other recognisable loss suffered by the student. This normally falls into two categories, either: (a) recompensing the student for out-of-pocket expenses they have incurred for a scheduled activity that did not take place, which were paid to someone other than ArtsEd (such as travel costs) or (b) an amount to recompense for material disadvantage to the student arising from a failure by ArtsEd to discharge its duties appropriately.
- 12.6. Students should refer to ArtsEd's Student Complaint Policy and City, University of London's Academic Appeals policy for in depth information relating to Appeals and Complaints.
- 12.7. **Refunds: Cancellation**
- 12.7.1. If a period of more than 14 days has passed since the acceptance date or there are fewer than four weeks before the start of the course then a refund of fees may only be considered if the student has cancelled due to and can provide evidence of, a serious medical condition

12.8. Payment of refunds

12.8.1. In accordance with UK anti-money laundering laws, refunds can only be made to the person who originally paid the fee. In some cases, this will mean that the refund will be paid to someone other than the student, such as a parent/guardian/ sponsor.

12.8.2. Refunds will not be made in cash or by banker's draft.

13. Anti-money laundering regulations

ArtsEd will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with UK Money Laundering regulations. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.

14. Library Charges

Students using the Library have an obligation to respect the rights of others by returning borrowed items on time. To encourage this, fines may be charged on items that are returned late.

15. Other associated course costs

In addition to tuition fees, students will also need to budget for the following associated course costs:

- University validation fee
- Dance wear (a full kit list of required shoes, clothing will be provided on acceptance of a place)
- Books and stationery
- Professional headshot (2nd year)
- Spotlight entry (3rd year)
- Cost of hiring Graduation Attire or photographic/videographic services

16. Contacting ArtsEd's Finance Department

Students may find it necessary to contact somebody regarding their financial account. To find out more please contact the Finance Department:

- in person, the Finance Department is on the 2nd floor, and the office is manned from 9am to 5pm Monday to Friday
- by email at nmangat@artsed.co.uk
- by telephone on 020 8987 6696