

# Refund and Compensation Policy

## 1. Introduction

In 2017 the Higher Education and Research Act placed a requirement on providers of higher education in the UK to inform students of what they can expect should a course, or institution close. In accordance with the 'Act' we have published a Student Protect Plan which explains how continuation and quality of study will be preserved for current and potential students if a potential risk to their continued study should crystallise. It outlines the type of risk that may apply and explains the approach that we would take if these risks were to materialise.

Additionally, this Refund and Compensation policy sets out the circumstances in which we will refund tuition fees to students and provide compensation where necessary if we are no longer able to preserve continuation of study for one or more students.

We consider refunds and compensation to be a remedy of last resort, and we are committed to using our best endeavours to ensure all students are able to continue and complete their studies with us. However, we recognise the importance of informing students about how we will refund or provide compensation should we be unable to preserve continuity of study.

In this policy a reference to a Refund means "the repayment of tuition fees paid by a student to us or an appropriate reduction in the amount of tuition fees owed in future by the student to the University of Essex Online".

In this Policy a reference to Compensation means "some other recognisable loss suffered by the student" as a result of a course or institutional closure. This would normally be an amount to recompense for material disadvantage to the student arising from us being unable to preserve continuation of study.

In this policy a reference to us no longer being able to preserve continuation of study means that we have terminated or intend to terminate either:

1. A programme of study on which a student has been offered or accepted a place before that student can enrol or;
2. A programme of study on which a student is enrolled before that student has completed the award.

There are two recognised sets of circumstances, planned mid-programme termination and unexpected programme termination.

This policy will not normally apply to individuals who have completed the studies for which they registered as a student with the University of Essex Online.

## **2. Planned termination mid-programme**

A planned mid-programme termination occurs when we can no longer preserve continuity of study as originally planned, but we are able to plan and align the termination to the end of an academic year. Should this circumstance arise, we will consult with students enrolled on the course and, as a minimum will:

1. Ensure all enrolled students on the course receive the University award (such as a certificate or diploma) which recognises the stage that they have reached;
2. Offer students advice and support to help them decide whether or not to transfer to a different course with us or seek transfer to a suitable different higher education provider to complete the course which is to be terminated;
3. Put in place a compensation plan relevant to the circumstances of the particular termination that includes provision for compensation in respect of additional costs reasonably incurred by students as a result of any transfer to another institution, or as a result of lost time in the completion of their award.

### **3. Unexpected programme termination**

An unexpected programme termination occurs when a risk to continuation of study crystallises unexpectedly and we have no alternative but to terminate delivery of the course. Should this circumstance arise, we will consult with students enrolled on the course and, as a minimum will:

1. Ensure all enrolled students on the course receive the University award (such as a certificate or diploma) which recognises the stage that they have reached;
2. Offer students advice and support to help them decide whether or not to transfer to a different course with us or seek transfer to a suitable different higher education provider to complete the course which is to be terminated;
3. Put in place a compensation plan relevant to the circumstances of the particular termination that includes provision for compensation in respect of additional costs reasonably incurred by students as a result of any transfer to another institution, or as a result of lost time in the completion of their award.

### **4. Compensation**

Should it be necessary to invoke provisions under the Student Protection Plan, we will seek to ensure that any compensation will be tailored to account for the needs of different students. Usually, the compensation plan referred to above will include appropriate provision for:

1. Lost time
2. Additional tuition costs incurred as a result of transferring to another programme or institution
3. In appropriate circumstances, a contribution for distress and inconvenience caused by the disruption.

As an online distance learning provider, we would not expect to pay compensation for maintenance, travel or accommodation costs.



Guided by the principles of the Office of the Independent Adjudicator, we will seek to ensure that any proposed compensation returns the student to the position that they would have been in had the circumstances not occurred.

## 5. Payments

Refunds will 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.

## 6. Claim Procedure

Before seeking redress under the terms of the Refund and Compensation Policy, students/individuals affected should direct their complaint to us in accordance with the terms of our [Complaints Policy](#) and follow the procedure therein in the first instance.

Upon completion of the procedure outlined in our Complaints Policy an affected student/individual may then use the provisions of this policy to seek redress if they remain dissatisfied with the outcome of their complaint. Claims submitted under the terms of this policy should:

1. Make it clear that the Complaints Policy has been exhausted
2. Set out the impact of the termination of programme and what steps have been taken to mitigate the impact.

Claims under this policy should be sent to [\*\*appealsandcomplaints-kol@kaplan.com\*\*](mailto:appealsandcomplaints-kol@kaplan.com).

Responsible Manager	Title	Date	Related Policies
Nicola Pittman	Managing Director	August 2025	<u><b>Student Protection Plan</b></u>  <u><b>Terms and Conditions</b></u>  <u><b>Debt Management Policy</b></u>  <u><b>Complaints Policy</b></u>