

Higher Education Refund & Compensation for Non-continuation Policy

APPROVED BY ACADEMIC BOARD on November 2025

Applies to:	
Harrogate College	
Keighley College	
Leeds City College	
Leeds Conservatoire	
Leeds Sixth Form College / Pudsey Sixth Form College	
Luminate Group Services	
University Centre Leeds	X

CHANGE CONTROL

Version:		
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Academic Board	September 2021	3
Academic Board	November 2025	4
Name of author:	Group Director of HE Quality and Standards	
Name of responsible committee:	Academic Board	
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	Assessment type <input type="checkbox"/> Full <input type="checkbox"/> Part <input checked="" type="checkbox"/> Not required	
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	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not required	
Policy will be communicated via:	Committee structure, website	
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1. POLICY STATEMENT

This policy aims to provide information on how compensation arrangements will be made in the event of non-continuation of any Higher Education programmes, which includes those offered at the FE colleges within Luminate Education Group, namely Leeds City College, Harrogate College and Keighley College.

2. POLICY AIMS/OBJECTIVES

University Centre Leeds has published a Student Protection Plan (SPP) which sets out what measures we will take to ensure the quality and continuation of Higher Education programmes for both current and potential students. This plan assesses the risks to continuation and identifies action to minimise both the possibility and resulting impact upon students.

In conjunction with the SPP University Centre Leeds is required to adopt a Refund and Compensation Policy in the event of non-continuation of programmes. This policy sets out the circumstances in which University Centre Leeds will provide compensation and refund of tuition fees where University Centre Leeds is not able to continue delivering a programme of study.

University Centre Leeds will do everything within its powers to ensure that all students have the opportunity to complete their chosen programme of study. However, there may be very rare circumstances where University Centre Leeds is unable to do this, and this Policy outlines where refunds and compensation may be possible.

This Policy is relevant to current and potential students and would not normally apply to individuals who have completed their studies.

Staff, students, prospective students and students' employers and sponsors will understand:

- What measures University Centre Leeds will take to compensate students for non-continuation
- How refunds and compensation will be determined.
- Payment of bursaries where applicable.

3. DETAILS OF THE SUBJECT MATTER

Planned Non-Continuation of Programmes

Enrolled Students

Where University Centre Leeds makes the decision to discontinue a programme University Centre Leeds will, where possible, ensure that enrolled students are able to complete their programme of study. In very extreme circumstances this may not be possible and in this event University Centre Leeds will:

- a. Consult with the students at the earliest possibility
- b. Offer advice and support to help students make a decision as to whether to transfer to another programme within the institution or to transfer to an alternative provider.
- c. Offer to pay travel costs for students to visit an alternative provider

- d. Consult with the Students Union in regard to a compensation plan. This compensation plan will reflect the circumstance of the non-continuation and the circumstance and characteristics of students. Compensation may include appropriate provision for:
- e. Additional tuition costs
- f. Maintenance costs
- g. Travel costs associated with relocation of provision • Lost study time
- h. Ensure that any entitlement to a bursary will continue if the student transfers to another programme or an alternative provider.

Unforeseen Programme Closure

Unforeseen programme closures can occur in 2 circumstances:

- An unforeseen event happens which leaves University Centre Leeds with no option but to close the course. This is unlikely but an example is if specialist facilities are destroyed. • Failure to recruit sufficient student numbers

Enrolled students

In the very rare circumstance where University Centre Leeds can no longer continue to offer a programme and cannot allow the students to complete their programme, University Centre Leeds will:

- Consult with students at the earliest possibility.
- Offer support and guidance regarding finding either another programme at University Centre Leeds or with an alternative provider
- Ensure that all students receive appropriate credit for the levels they have achieved
- Offer to pay travel costs for students to visit an alternative provider
- Consult with the Students Union in regard to a compensation plan. This compensation plan will reflect the circumstance of the non-continuation and the circumstance and characteristics of students and any additional costs incurred as a result of relocation. Compensation may include appropriate provision for:
 - o Additional tuition costs
 - o Maintenance costs
 - o Travel costs associated with relocation of provision
 - o Lost study time
 - o Ensure that any entitlement to a bursary will continue if the student transfers to another programme or an alternative provider.

Please Note that this would only happen in extreme circumstances and as yet has not happened.

Applicants

University Centre Leeds will ensure that applicants to the programme are notified at the earliest opportunity and will offer advice and support to help them to find a suitable alternative at University Centre Leeds or an alternative provider.

Closure of a campus

If a decision is made to close a campus and move the provision to a different location. University Centre Leeds will:

- Consult with students at the earliest possibility
- Students not wishing to continue their studies with us will be offered advice and support regarding alternative programmes at either University Centre Leeds or an alternative provider
- Will offer compensation to students who may incur additional expenses due to their individual circumstances.

4. REVIEW

Owner: Quality and Standards

Introduced: July 2016

Last Review: November 2025

Next review: May 2026

Change Summary		
Version	Date	Summary of Changes
1	July 2016	Policy introduced
2		
3	Sept 21	Reviewed in line with OU audit
4	Nov 2025	Reviewed in line with review cycle and updated with further information of scope across FE colleges.