



Fees, Refund & Compensation Policy

Provider's name: Norland College Limited
Provider's UKPRN: 10008397
Legal address: York Villa, York Place, London Road, Bath, Somerset, BA1 6AE

The purpose of this document is to provide guidance on fees, refunds and compensation. It covers when fees are due, when refunds will be made and how they will be calculated. It includes details of compensation if the course cannot be delivered. **It must be read together with the full Student Terms and Conditions.** It has been written in plain English in order to highlight and clarify any important terms so their significance is not missed.

General

1. This policy relates to tuition fees for Norland College students only.
2. All tuition fee details are published on the Norland website at least one year in advance, with additional notification for current students affected provided prior to the new fees being adopted. All fees are reviewed annually and will increase by up to 5% each year. The total annual tuition fee is split into thirds and payment is due on the first day of each term, unless payment by direct debit has been prearranged. Please refer to the Norland website for details.
3. You may not be permitted to enrol/re-enrol if tuition fees are outstanding.
4. Any refunds and compensation payments will be drawn in sterling. They will not be made in cash.
5. Any English, Welsh, Scottish or Northern Irish student choosing to take a tuition fee loan, who subsequently withdraws from the course, will remain liable for their tuition fee loan.
6. All refunds will only be made to the bank and account holder (or other financial institution) that originally paid the fee. Payments cannot be made to third parties under any circumstances.
7. We will refund any course fees/travel claims due, within 14 days of the agreed request.
8. Norland College is unable to refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred where the college is not at fault.

Cancellation & Withdrawal

9. For most services purchased you have the right to change your mind within 14 days (a 'cooling off' period) and receive a refund. If within 14 days your course has started and you exercise this right you are entitled to a full refund less the proportion of educational services that have already been supplied, calculated on a daily basis. Please see the Cancellation Notice and Cancellation Form published on our website.

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Once we have received notification of acceptance of our offer, whether conditional or unconditional, a contract will come into existence between you and us. If you subsequently want to end the contract where there is no right to change your mind (see 9), you may end your contract before the full contract is complete, by completing, returning and the College acknowledging receipt of a Withdrawal Form to let us know. **The full term's fees will remain due for the term during which termination takes effect.**

For 2021-22, the implications of this policy are shown below:

Formal notice to end the Contract (leave College) received:	Total fees that will be due in 2021-22	
By 9 January 2022	Term 1 £4,997 x 1 =	£4,997
By 2 May 2022	Term 1 and 2 £4,997 x 2 =	£9,994
3 May 2022 or thereafter	Full Fees =	£14,990

For 2020-21, the implications of this policy are shown below:

Formal notice to end the Contract (leave College) received:	Total fees that will be due in 2020-21	
By 10 January 2021	Term 1 £4,997 x 1 =	£4,997
By 3 May 2021	Term 1 and 2 £4,997 x 2 =	£9,994
4 May 2021 or thereafter	Full Fees =	£14,990

For 2019-20, the implications of this policy are shown below:

Formal notice to end the Contract (leave College) received:	Total fees that will be due 2019-20	
By 5 January 2020	Term 1 £4,950 x 1 =	£4,950
By 26 April 2020	Term 1 and 2 £4,950 x 2 =	£9,900
27 April 2020 or thereafter	Term 1, 2 and 3 £4,950 x 3 =	£14,850

10. Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. The College shall consider each case on merit. Such cases must be submitted in writing to the Principal who shall liaise with the appropriate departments. Cases based on serious medical issues or bereavement, (where the College is unable to provide adequate support and where evidence of such matters can be provided) may be accepted, but academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability.



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Fitness to Practise

11. Cases where a student is deemed not fit to practise within an Early Years setting, after following the procedures set out in the Fitness to Practise Policy, will be considered on their individual merit. For example, if circumstances affecting a student's fitness to practise were not disclosed during the application process, then no refund or compensation will be considered and fees will remain payable.

Refunds

12. Norland considers a tuition fee refund to be a remedy of last resort that may be justified if the College is unable to preserve continuity of study.
13. Continuity of study may be temporarily or permanently prevented through events that are within or beyond Norland's control.
14. The Lifelong Learning fee is a one off charge, due on the first day of first term in the first year of tuition. It is non-refundable in event of a student leaving the course early.

Permanent Programme Termination

15. In the highly unlikely event that Norland becomes unable to preserve the continuation of study **permanently**, for example if we decide to discontinue the course, cease operating the College altogether or lose the right/ability to provide the course we will:
 - a. teach out or facilitate step in from a collaborating partner institution in order to enable current students to conclude their studies; or if this is not possible
 - b. refund all tuition fees paid directly to the College for the part of the course (Norland Diploma and/or degree) which cannot be delivered in that academic year.

Temporary Programme Disruption

16. In the highly unlikely event that Norland becomes unable to preserve the effective continuation of study **temporarily**, for example due to a lack of suitable staffing, building & grounds failure, internal floods & internal power outages, lack of suitable placements, and health & safety concerns (this list is not exhaustive), compensation may be paid at a daily rate to each student affected, for each full day over five consecutive 'usual study days' of the course being temporarily suspended.
17. In the unlikely event that Norland announces a change to the course location after 1st September, beyond our two sites of either London Road or Oldfield Park, for example on grounds of emergency relocation, material improvement of facilities or a temporary planned site closure etc, entitlement to a contribution towards travel costs may be available. Where the new secured site is in excess of 5 miles from Bath City Centre, contributions for the excess travel costs over 5 miles (by public transport) may be payable for the remainder of that academic year.



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Compensation

18. Norland considers the payment of compensation to be a remedy of last resort but recognises that in certain circumstances it may be appropriate for the College to compensate students for:
 - a. Maintenance costs
 - b. Lost time
 - c. Additional costs of tuition
 - d. Travel costs as a consequence of relocation

Placement Expenses

19. Travel expenses for Student Placements will be reimbursed at a flat rate per return journey for all students placed more than 10 miles from the Oldfield Park campus or your term time address, whichever is closer to the placement. Please note the following exceptions:
 - If you should request to be placed in a particular placement or location which is more than 10 miles from the Oldfield Park campus, you will be fully responsible for your own travel costs
 - If you are placed in a Residential Placement more than 10 miles from Oldfield Park, a contribution towards expenses may be claimed per week, to reflect one return journey per week

Complaints & Further Information

20. In the case of complaints about refund and compensation decisions or the process itself, these should be raised through the College's Student Complaints Policy.
21. If you require any further information regarding refunds or compensation please e-mail the Finance team at finance@norland.ac.uk, or via 01225 904 040.