



Fees, Refund & Compensation Policy and Procedure

1. INTRODUCTION

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 should be read together with the full Student Terms and Conditions and the Student Protection Plan, of which it is a part. We hope the content is self-explanatory but please let us know if you are not clear on any aspect of the policy.

POLICY

2. TUITION FEE SUMMARY

- 2.1 This policy relates to tuition fees and other relevant costs for Norland College students only, including those who receive a tuition fee loan from the Student Loans Company, those who pay their own fees and those who are funded by a sponsor. It does not limit or restrict a student's statutory rights and is informed by the Consumer Rights Act 2015.
- 2.2 The amount of your tuition fees will vary depending on whether your fee status is classified as "UK" or "International (Student visa)". Your fee status is assessed before the start of your course and confirmed in your offer letter.
- 2.3 All tuition fee details are published on the Norland website at least one year in advance.
- 2.4 The tuition fees for each academic year are set out in your offer letter. However, the course lasts several years, and Norland reserves the right to increase your tuition fees for your third year of study. If You defer your entry to the course, Norland may not have confirmed the tuition fees for your second and/or third year of study. Norland therefore reserves the right to increase your tuition fees for your second and/or third years of study, if you have deferred entry to the course.
- 2.5 Any increase to your tuition fees reflect the changes in costs of delivering your course, improving the educational services we provide to you, and any changes in government policy or regulation. Cost increases take account of matters such as increased staffing costs, the need to maintain and renew Norland's facilities (for example, buildings, IT and library facilities) and inflation. Norland therefore reserves the right to increase tuition fees to recognise these changes (as set out in clause 2.6 below).
- 2.6 Any tuition fee increase shall not exceed a 5% increase on the previous academic year's tuition fee for your course. Further details are set out in clause 14 of the Student Terms and



Conditions.

- 2.7 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 [Fees and study costs - 2026/27 - Norland](#).
- 2.8 Refunds and compensation are considered to be remedies of last resort. Before seeking redress under this policy, students should first submit a complaint in accordance with the Norland complaints procedure. Only if the complaints procedure is completed without resolution should a refund and/compensation be sought.
- 2.9 Norland College is unable to refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred where Norland is not at fault.
- 2.10 You may not be permitted to enrol/re-enrol if tuition fees are outstanding.
- 2.11 Any refunds and compensation payments will be made in Sterling. They will not be made in cash.
- 2.12 Students choosing to take a tuition fee loan, who subsequently withdraw from the course, will remain liable for their tuition fee loan.
- 2.13 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.
- 2.14 We will arrange payment of any agreed refunds for course fees/travel claims due, within 14 days of the agreed request.

3. Lifelong Support Fee

- 3.1 You are required to pay a £350 lifelong support fee on the first day of your first term (“**Lifelong Support Fee**”). The Lifelong Support Fee covers the cost of all current and future bespoke individual support (in person and via social media), advice and help from the Norland Agency, support via the Norland Alumni, access to Agency events, refresher courses and drop-in sessions.
- 3.2 The Lifelong Support Fee is non-refundable unless you cancel the contract in the Cancellation Period. Payment information will be included in the invoice we send to you prior to You commencing your studies.
- 3.3 From the 2027/28 academic year, the Lifelong Support Fee will be subsumed into the tuition fee and will not be charged as a separate fee.

4. DEFINITIONS

- 4.1 A refund means repayment of sums paid by or on behalf of a student to Norland. A refund can



include tuition fees and other course-related costs.

4.2 Compensation is a remedy given to recognise other losses suffered by a student. This might include repayment of wasted expenses but can also take other non-financial forms.

4.3 The course start date means the date on which formal tuition begins, normally the week after Welcome Week.

5. CANCELLATION & WITHDRAWAL

5.1 Once you have notified us that you accept our offer (whether conditional or unconditional), a contract will come into existence between you and us.

5.2 You have the right to change your mind and cancel the contract within 14 days of accepting your offer (the “**Cancellation Period**”) and receive a full refund of any fees already paid (including the Lifelong Support Fee).

5.3 If you cancel the contract within the Cancellation Period and we have not provided any services, we will reimburse to you in full the Lifelong Support Fee and any payment of tuition fees received from you, without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel.

5.4 If the course is due to begin within 14 days from the date you accept the offer of a place at Norland then, by accepting your offer, you are expressly agreeing that the course should begin within the Cancellation Period. If you then choose to cancel the contract during the Cancellation Period, we will reimburse to you in full the Lifelong Support Fee but you will be liable to pay to us a proportion of your tuition fees. These will be the costs for the actual services provided up to the time you communicate to us your cancellation of the contract, calculated as a daily proportion of the termly fees. We will return to you, after deduction of a proportion of your tuition fees, the balance of the tuition fees, and the Lifelong Support Fee, without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel.

5.5 If you want to end the contract during the Cancellation Period you can:

- a. send an email to admissions@norland.ac.uk;
- b. complete the [Cancellation Notice and Cancellation Form](#) within the Student Terms and Conditions; or
- c. follow the instructions provided to You by UCAS (if applicable).

5.6 If you want to end the contract after the Cancellation Period you can:

- a. send an email to admissions@norland.ac.uk; or
- b. complete and return a [withdrawal form](#) (see the [Interruption to Study and Withdrawal Procedure](#) in the Student Terms and Conditions) to Norland.

If you terminate the contract after the Cancellation Period, your liability for tuition fees will be calculated as follows:



Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2025-26	
By 5 January 2026	Term 1 £5,674 x 1 =	£5,674
By 27 April 2026	Term 1 and 2 £5,674 x 2 =	£11,348
28 April 2026 or thereafter	Full Fees =	£17,023

Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2026-27	
By 4 January 2027	Term 1 £5,844 x 1 =	£5,844
By 26 April 2027	Term 1 and 2 £5,845 x 2 =	£11,690
27 April 2027 or thereafter	Full Fees =	£17,534

Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2027-28	
By 3 January 2028	Term 1 £6,107 x 1 =	£6,107
By 24 April 2028	Term 1 and 2 £6,108 x 2 =	£12,216
25 April 2028 or thereafter	Full Fees =	£18,323

For **International Students**, by year, the implications of this policy are shown below:

Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2025-26	
By 5 January 2026	Term 1 £6,560 x 1 =	£6,560
By 27 April 2026	Term 1 and 2 £6,560 x 2 =	£13,120
28 April 2026 or thereafter	Full Fees =	£19,680

Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2026-27	
By 4 January 2027	Term 1 £6,888 x 1 =	£ 6,888
By 26 April 2027	Term 1 and 2 £6,888 x 2 =	£ 13,776
27 April 2027 or thereafter	Full Fees =	£20,664

Formal notice to end the Contract (leave Norland) received:	Total fees that will be due 2027-28	
By 3 January 2028	Term 1 £7,232 x 1 =	£ 7,232
By 24 April 2028	Term 1 and 2 £7,232 x 2 =	£ 14,464
25 April 2028 or thereafter	Full Fees =	£21,696



5.7 Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. Norland 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 Norland 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.

5.8 If you attended Norland on a Student visa with Norland as your sponsor, refunds will only be considered providing you have either: deferred your studies and have temporarily left the UK, switched institution, switched to another immigration category or left the course and left the UK. Proof must be provided to support any of these instances.

6. FITNESS TO PRACTISE

6.1 If your student contract is cancelled because you are deemed not fit to practise within an Early Years setting, after following the procedures set out in the [Fitness to Practise Policy and Procedure](#), any applications for refunds and/or compensation will be considered on their individual merit. For example, if circumstances affecting a student's fitness to practise were known but not disclosed during the application process, then no refund or compensation will be considered and fees will remain payable.

7. REFUNDS

7.1 Norland considers a tuition fee refund to be a remedy of last resort that may be justified if Norland is unable to preserve continuity of study permanently.

7.2 Continuity of study may be temporarily or permanently prevented through events that are within or beyond Norland's reasonable control.

7.3 If an event outside of our reasonable control occurs and results in the complete inability to deliver your course for a continued period of six weeks or more, and you terminate your contract in accordance with the Student Terms and Conditions, you will have no liability for the next or subsequent academic terms. You may be entitled to a full or partial refund of tuition fees you have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due (with reference to our [Student Protection Plan](#)).

8. PERMANENT PROGRAMME TERMINATION

8.1 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 Norland altogether or lose the right/ability to provide the course we will:



- a. teach out or arrange for a collaborating partner institution to step in, in order to enable current students to conclude their studies; or if this is not possible.
- b. consider where you are entitled to a full or partial refund of tuition fees you have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due.
- c. consider payment of compensation to cover other costs arising from closure.

9. TEMPORARY PROGRAMME DISRUPTION

9.1 In the highly unlikely event that Norland becomes temporarily unable to preserve the effective continuation of study, and is not able to teach remotely, compensation may be paid. We would calculate this at a daily rate to each student affected, for each full day over fifteen consecutive 'usual study days' of the course being temporarily suspended.

9.2 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.

- a. If, due to the change in location, you terminate your contract with Norland (in accordance with the Student Terms and Conditions) you will not incur fees for the next or subsequent academic terms and you may be entitled to a full or partial refund of tuition fees you have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due.

10. COMPENSATION

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 **reasonable and evidenced losses** directly arising from a programme disruption, which may include:

- **maintenance or living costs** unavoidably incurred as a result of the disruption;
- **lost study time**, where this cannot reasonably be mitigated through alternative delivery, academic adjustments, or timetable changes;
- **additional tuition costs**, including the cost of replacement teaching or learning resources where equivalent provision has not been available;
- **additional travel or accommodation costs** incurred as a consequence of relocation or changes to the mode or location of study;
- **additional childcare or caring costs** incurred as a direct result of changes to teaching schedules or location;
- **costs associated with visa or immigration compliance**, where applicable, arising directly from changes to programme delivery or location;



- **costs relating to specialist equipment, uniforms, or materials** that cannot reasonably be used or recovered due to the disruption;
- **loss of access to paid placement, work-based learning, or compulsory professional experience**, where this forms a required part of the programme and cannot be reasonably replaced or deferred.

Any compensation will be **proportionate to the impact of the disruption**, subject to the provision of appropriate evidence, and will take account of the steps taken by Norland to mitigate the effects of the disruption. Compensation will not be provided for distress, inconvenience, or consequential losses not directly attributable to the disruption. Students should contact the Finance Department at Norland (finance@norland.ac.uk) when submitting a claim.

11. PLACEMENT EXPENSES

11.1 The subsidy only applies if you are using public transport or your own car to placement. If you are sharing lifts, only the car driver will be able to claim. Claims for all return journeys need to be made from Oldfield Park, or your term time/ home address if this is closer, to the placement postcode. Further details on Placement expenses are provided on the Norland website - [Fees and study costs - 2026/27 - Norland](#)

Students should complete the [student placement claim form](#) and email back to the Placements team at placements@norland.ac.uk.

12. COMPLAINTS & FURTHER INFORMATION

12.1 In the case of complaints about refund and compensation decisions or the process itself, these should be raised through Norland's [Student Complaints Procedure](#). Students may also be able to apply for an independent review of their complaints by the Office of the Independent Adjudicator for Higher Education, once Norland's internal procedures have been exhausted.

12.2 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.



Document Control Information	
Policy title:	Fees, Refund & Compensation Policy and Procedure
Summary description:	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.
Relates to staff/student (include Set), NQN or Norlander:	All students, NQNs & Norlanders
Version number (e.g. V1.0/EB/DD-MM-YY):	V8.0/RC/20.03.26
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Approving body:	Academic Board
Related Norland documents:	Student Terms and Conditions Student Protection Plan
Date of approval:	20 th March 2026
Date of effect:	As above
Frequency of review (i.e. annually or every 2 years):	Annually
Date of next review:	March 2027
Upload to website:	Yes