

**Deposits, Refunds and Tuition Fees Policy for
International Students Reference: RP/POL-01/ID**

International Department

Related Procedures and Guidance

International Applications and Admissions

Complaints Procedure

Data Protection and GDPR

Equality and Diversity

Student Disciplinary

SLT Approval	9th April 2025
Date to be reviewed	April 2027

1.0 POLICY STATEMENT

The following information sets out the policy for deposits, refunds and tuition fees for the WCUC International Programmes.

The tuition fee is non-transferable and non-refundable except under the circumstances outlined below. Once enrolled onto the programme of study, tuition fees will not increase.

The Deposit is (in most cases) the full first year tuition fee. This should be received by WCUC before the CAS is issued and after all documentation has been provided and the student has completed a pre visa interview. Once the CAS has been used successfully any refund will be carefully considered and UKVI must be involved. Refunds will be subject to exceptional mitigating circumstances at WCUC's discretion if the applicant produces evidence of genuine grounds acceptable to WCUC. Once the student has entered the UK on the Visa issued the refund cannot be given without informing UKVI and getting evidence of return to home country.

In line with UK money laundering laws any deposits or fees paid will only be refunded to the person or body who paid the fee and no exceptions will be made. The risk associated with currency fluctuations and/or conversions will be borne by the student.

WCUC - Warwickshire College University Centre is a part of Warwickshire College Group. All international students are recruited under WCUC. International students are those who fall outside of the eligibility for 'home fee status' as defined in the Education (Fees and Awards) (England) Regulations 2007, the Education (Student Support) Regulations 2011 (as amended) and the Higher Education (Fee Limit Condition) (England) Regulations 2017.

2.0 PRINCIPLES OF REFUNDS AND PAYMENTS

Fees should only be paid to WCUC upon the specific and direct request of WCUC only. Any money paid in WCUC's account which was not specifically and directly requested by WCUC will be refunded in the same method and to the same account as the money was

originally received from. Eligible refunds will only be made where WCUC has requested funds and in line with the below. Only funds paid directly to WCUC are in the scope of this procedure.

Refunds will not be granted to students who do not achieve the qualification they are enrolled upon.

3.0 REFUSAL OF A STUDENT VISA

Refunds will be made to students who have been refused a student visa, provided the reason for refusal is not due to fraudulent/false or incomplete/incorrect documents or information as part of the application process or deliberate means. To request a refund, candidates must submit a copy of the visa refusal document to WCUC. Subject to section 9.0.

4.0 WCUC CANCELS PROGRAMME

If WCUC cancels the programme for which the applicant has accepted an offer, then all fees paid will be refunded, unless the applicant accepts an offer on an alternative programme. If the CAS has already been used, and the applicant has already entered the UK, and the applicant rejects the offer of an alternative programme, then a refund will only be issued upon the receipt of evidence of the applicant returning to their home country.

5.0 DEFERRAL TO LATER SESSION

- 5.1 - If the student wishes to defer to a later session after arrival in the UK, this is treated as a failure to attend the programme they have been accepted for. The deposit will be forfeited and treated as a withdrawal. The student will then need to apply again for the later programme and pay a new deposit at the new rate for the programme and will be liable for the full fees for that new programme. UK Visas and Immigration will be notified that the student is not studying at WCUC. This policy will only be varied in exceptional mitigating circumstances at WCUC's discretion if the applicant produces evidence of

genuine grounds for deferral acceptable to WCUC; this will include the late issue of the visa.

- 5.2 - If the student has not yet arrived in the UK and notifies WCUC that they wish to defer to a later session, the deposit may be carried forward for one year. Should the student choose to defer payment for a second year, then the deposit will be forfeited and treated as a withdrawal. The student will then need to apply again for the later programme and pay a new deposit at the new rate for the programme and will be liable for the full fees for that new programme. UK Visas and Immigration will be notified that the student is not studying at WCUC. This policy will only be varied in exceptional mitigating circumstances at WCUC's discretion if the applicant produces evidence of genuine grounds acceptable to WCUC.

6.0 STUDENT FAILS TO MEET ACADEMIC CONDITIONS OF THE OFFER

If the student has studied for an international foundation programme, paid the tuition fee deposit and subsequently does not meet the academic conditions of the offer, the deposit will not be refunded; students should only pay the deposit where they are confident that the conditions will be met and when requested by WCUC

7.0 FAILURE TO ATTEND AT THE START OF THE PROGRAMME OR MEET/COMPLY WITH THE VISA REQUIREMENTS AND COMPLETE WITHDRAWAL AFTER ENROLMENT

No refunds will be given to students who fail to enrol at WCUC within the requested deadline

or for

complete or temporary withdrawals.

No refunds of tuition fees will be issued to students who fail to meet the requirements of UK Visas and Immigration attendance and compliance.

No refunds will be issued to students who have the sponsorship revoked by WCUC following failure to remain compliant with UK Visas and Immigration rules and regulations

For the avoidance of doubt, tuition fees will not be refunded to students who enrol and then withdraw from the programme. UK Visas and Immigration will be informed that the student is no longer enrolled on the expected programme. This policy will only be varied in exceptional mitigating circumstances at WCUC's discretion if the applicant produces evidence of genuine grounds acceptable to WCUC. In these circumstances, the visa must be revoked before any consideration of refund is made.

8.0 RIGHT TO CANCEL

This policy is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if the student has accepted the offer "at a distance" (i.e. without physically attending WCUC), the student has the right to cancel the acceptance by informing WCUC in writing within 14 days after accepting the offer (the "Cancellation Period").

To cancel the acceptance, the student must clearly inform WCUC of the decision to cancel before the Cancellation Period has expired.

If the student cancels within the Cancellation Period, the student will be entitled to a full refund of any deposit or fees which have been paid, subject to the eligibility in section 3 (Refusal of a student visa). The refund will be issued as soon as possible and no later than 14 days after the day on which WCUC was informed of the decision to cancel.

If the services start being provided to the student before the end of the Cancellation Period, WCUC retains the right to deduct from any refund a fair amount to reflect the services that the student had received until the student notified WCUC of the decision to cancel. As an example, this may happen if the student is applying to WCUC very soon before the programme is due to start.

If the student cancels after the Cancellation Period, the student is not entitled to a refund, unless exemptions specifically provided under this policy apply.

9.0 ADMINISTRATION FEE

Other than in the circumstances set out above under 3 and 4, Tuition Fee Deposits are non-refundable prior to enrolment.

Any refunds in accordance with section 3 are subject to a £250 cancellation fee which will be deducted from your refund amount. This reflects the costs of processing your refund.

10.0 RESPONSIBILITY FOR THE POLICY

The International Team has overall responsibility for ensuring the policy is current and updated.

11.0 MONITORING THE EFFECTIVENESS OF THE POLICY

The effectiveness of the policy will be monitored annually via the annual International Report to Resources Committee where the number and amount of refunds or rejected refunds will be detailed.

12.0 VERSION CONTROL

Dates of Reviews	Revised by	Description of the Revision	New reference (amend digit in reference)
08/12/ 2023	Ben Faihurst	Introduction of the international policy	RP/POL-01-ID
02/04/2025	Jonathan Vincent	Updated policy to reflect current practice and UKVI requirements.	
07/04/2025	Jonathan Vincent		