



Oakswood College

Empowering Through Education



Student Fees incl. refunds and compensation

Policy

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Oakwood College
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Oakwood College
Empowering Through Education

(Trading name of Oakwood Group Ltd)

Fees, Payments, Refunds and Compensation Policy

**Applicable to students studying at Oakwood College
on a programme leading to an award by ATHE**

Effective from September 2026 entry

Document Control & Version History

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Accountable Officer	Chief Executive Officer
Approved By	Board of Governors
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Related Policies	Admissions Policy; Student Financial Support and Hardship Policy; Student Protection Plan; Student Complaints Policy & Procedure; Financial Regulations Policy; Information, Marketing and Promotions (CMA) Policy
Related Appendices	Tuition Fee Schedule; Refund and Compensation Claim Form; Refund Assessment and Approval Procedure; Student Withdrawal and Fee Liability Guidance
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1. Purpose

This policy sets out Oakwood College's approach to tuition fees, deposits, payment arrangements, refunds, compensation and related student financial matters for higher education programmes delivered by the College, including franchised or partnership provision. It is intended to provide a clear, fair and accessible in-house policy for Oakwood students and applicants, distinct from any awarding university policy.

2. Scope

This policy applies to applicants and enrolled students studying higher education programmes delivered by Oakwood College, whether funded by the relevant authority, paid directly by the student, or paid by a sponsor or employer. It covers tuition fees, deposits, payment plans, refunds, compensation and directly related student financial redress connected to academic delivery by the College. The policy does not apply to the Buckinghamshire New University's students studying at Oakwood under franchised provision.

3. Principles

Oakwood College will apply this policy in a way that is fair, consistent, transparent and easy to understand. The College will aim to minimise disruption, communicate changes promptly, and consider refunds or compensation only where this is justified by the circumstances and supported by evidence.

4. Responsibilities

The CEO and the Head of Quality, Compliance and Information Systems is responsible for oversight of this policy. Day-to-day administration will normally be managed by Finance and Registry, with academic input where a claim relates to programme delivery, withdrawal, change of location, closure, timetable change or other student protection matters.

5. Fee Information

The College will provide clear fee information before enrolment, including tuition fees, deposits, instalment arrangements, payment deadlines and any additional mandatory costs known in advance. Enrolment or re-enrolment confirms the student's acceptance of liability for tuition fees and agreement to comply with college regulations (terms & conditions), policies and procedures. Please note that the fees is subject to an annual increase normally by reference to the Consumer Prices Index.

6. Payment Arrangements

- I. Students are expected to pay fees by the deadlines set by the College or in line with an agreed payment plan, agreed at the time of admission. A deposit will be required before enrolment or to activate an instalment arrangement; failure to maintain agreed payments may result in sanctions in line with college terms & conditions.
- II. Payment methods accepted by the College are published on the course pages and the offer letter and may be updated from time to time. The College will refuse cash



payments for the purpose of financial clarity and require evidence of sponsorship before enrolment where fees are paid by an employer or other sponsor.

7. Deposits

Any deposit taken by the College will be treated as part-payment of tuition fees. Deposits are normally non-refundable once the student has accepted an offer and the College has incurred administration or reserved a place, except where a refund is required under this policy or by law (e.g. statutory 14-day cooling off 'Cancellation period').

8. Student Withdrawal and Liability

- I. Where a student withdraws from their programme, takes an interruption of studies break, fails to enrol by the deadline specified in their offer letter, or is withdrawn in accordance with college regulations, tuition fee liability will be calculated in line with the below Fee Liability Schedule. Students remain responsible for fees due for the period of study or commitment already incurred. The below section explains withdrawal timeline, fees liability and refund.
- II. The Fee Liability Schedule below applies to withdrawals, interruptions after the expiry of the statutory 14-day Cancellation Period. Where a student validly cancels their contract during the Cancellation Period under the Student Terms and Conditions, no Tuition Fee liability will arise, and any sums paid will be refunded in accordance with those Terms

9. Fee Liability Schedule

Public and Self Funded

Withdrawal / suspension point	Funding type	% of full year's fee owed	Refund implication
Up to end of Week 2, Term 1	Public and Self-Funded	0%	All fee paid is refundable
From first day of Week 3, Term 1	Public and Self-Funded	25%	Any payment above 25% refunded or re-reconciled
From first day of Term 2	Public and Self-Funded	50%	Any payment above 50% (Term 1 & Term 2) of the full fee refunded or re-reconciled
From first day of Term 3	Public and Self-Funded	100%	No tuition refund for that academic year/level



10. Refunds After Enrolment or After Teaching Starts

Once teaching has started, refunds will normally be made only in limited circumstances, such as:

- a. the College cancels the programme and cannot offer a suitable alternative;
- b. the College makes a material change to the programme, campus, timetable or mode of delivery and the student is materially disadvantaged and does not accept a reasonable alternative;
- c. the student exercises rights under the Student Terms and Conditions to withdraw from the Programme following a major change which has a significant adverse impact (see Section 10 of the Student Terms and Conditions);
- d. the student has overpaid tuition fees;
- e. the student is entitled to a refund under consumer law or under the student contract;
- f. exceptional personal circumstances apply and the College, at its discretion, accepts supporting evidence.

Refunds (either full or partial) will not normally be given where the student abandons studies excluded or withdrawn for misconduct, non-attendance or breach of regulations, or has simply changed their mind after teaching has started, unless required by law or approved exceptionally by the College.

11. Compensation and Financial Redress

In exceptional cases, the College may consider compensation or other financial redress, for example where it is no longer able to preserve continuation of study or where a complaint is upheld and the student has suffered evidenced direct loss as a result of college action or failure. Redress may include a full or partial tuition fee refund, reimbursement of evidenced direct expenses, repeat study opportunities, transfer support, a goodwill payment, a formal written apology, or another reasonable remedy appropriate to the circumstances.

The College will consider each case individually and may require receipts, invoices, travel records, tenancy evidence or other documents to support a claim. Compensation is not automatic and will be proportionate, reasonable and linked to the actual impact on the student.

12. What is Normally Covered

Subject to evidence and approval, the College may consider claims relating to:

- a. tuition fees paid directly by the student;
- b. tuition fees paid by a sponsor or employer;
- c. Student Loans Company tuition fee payments, where applicable;
- d. additional travel costs arising from a required change of study location;

- e. other direct, evidenced costs arising from a material change or upheld complaint relating to academic delivery.

13. What is Not Normally Covered

The College will not normally refund or compensate for:

- a. dissatisfaction with academic judgement, marking or assessment decisions, which are dealt with under academic regulations;
- b. indirect or consequential losses that are not evidenced or are too remote;
- c. losses arising because a student failed to engage with reasonable alternative arrangements offered by the College;
- d. withdrawal, exclusion or termination for disciplinary reasons, non-attendance, non-engagement or unpaid fees, except where the law requires otherwise.

14. Claims Process

All refund or compensation requests must be submitted in writing to the College, normally in the first instance through the relevant student complaints, appeals or finance process, depending on the nature of the issue. Claims should be made promptly and should include the reason for the request, the remedy sought, and any supporting evidence.

Where a claim relates to a programme closure, major change, or student protection issue affecting a group of students, the College may initiate a review and proactively determine remedies (including any refunds and/or compensation) without requiring individual complaints in every case.

15. Decisions and Approval

Decisions will be made case by case by the College and authorised at an appropriate senior level to ensure consistency. Where a refund or compensation payment is approved, this may be treated as full and final settlement of that specific claim.

16. Method and Timing of Refunds

Approved refunds will normally be made to the original payer and by bank transfer to the original payment source wherever possible. Refunds are not normally paid in cash, and the College may deduct any lawful sums still owed by the student before payment is made. The College aims to process approved refunds within 28 days and, in most cases, no later than 60 days, depending on the complexity of the case and the payment method

Refunds arising from valid cancellations during the statutory 14-day Cancellation Period under the Student Terms and Conditions will normally be processed within 14 days of the College receiving the student's cancellation notice.

Where a refund is made to an overseas bank account, the College may deduct reasonable bank transfer charges if these were set out in advance or notified before payment.



17. Relationship with Partner and Awarding Body Policies

This is an Oakwood College policy and applies to students studying with Oakwood College. Where a student is also covered by the student protection, refund or complaints arrangements of an awarding university or franchise partner, the College will inform the student which process applies and will seek to avoid duplication or inconsistent outcomes.

18. Equality and Accessibility

This policy will be applied with due regard to equality, inclusion and accessibility. Reasonable adjustments will be considered where needed for disabled students or where a student's circumstances require additional support in understanding or using the policy.

19. Related Policies

This policy should be read alongside the College's student terms and conditions, Student Complaints Procedure, Admissions Policy, Attendance and Engagement Policy and any partner academic regulations that apply to the programme.

20. Review

This policy will be reviewed annually by the Oakwood College Board of Governors, or earlier if required by changes in law, regulation, Office for Students requirements and/or expectations, Student Loans Company/Student Finance England requirements, partnership arrangements, and/or any other changes directly relevant to this Fees and Refunds Policy or the College's operation of it