

Tuition and Other Fee Regulations and Policy

CECOS College London

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Policy Name	Tuition and Other Fee Regulations and Policy	Policy Number	2:0
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Scope

This policy applies to the applicants, students, staff and relevant College functions described within the detailed provisions below. It should be applied alongside applicable legal, regulatory, awarding-body, partner and UKVI requirements.

Policy Statement

CECOS College is committed to applying the tuition and other fee regulations and policy consistently, fairly and transparently. The detailed requirements and procedures below form the operational basis of this policy and must be followed by relevant staff and students.

Relevant Legislation and Regulatory Requirements

Requirement	Status
Equality Act 2010	Current
Data Protection Act 2018 and UK GDPR	Current
Consumer protection law and CMA guidance for higher education, where applicable	Current
Student finance and consumer protection requirements applicable to the provision	Current

Related Policies

Title	Status
Admissions and Recruitment Policy	Current version
Enrolment and Student Expectations Policy	Current version
CAS Issuing Policy and Procedure	Current version
Student Complaints Policy	Current version
Data Protection Policy	Current version

Exceptions

Any exception must be permitted by the detailed provisions of this policy or authorised by the appropriate senior manager. No exception may override applicable law, regulatory requirements, UKVI sponsor duties, awarding-body requirements or contractual obligations.

Policy Detail

Tuition and other fee regulation and Policy 26/27

This Policy includes sponsored and unsponsored students

Introduction

The tuition and Other Fee Regulations (“Regulations”) detail the rules setting out how and when students must pay fees to CECOS College. These Regulations detail both the responsibilities of the student and that of CECOS College regarding fees and the procedures applied if students do not pay their student fees.

Scope – Who is covered by these regulations?

The Regulations apply to the students who are:

An applicant to CECOS for undergraduate or postgraduate courses (full time and part time)

A current student enrolled on a course of study at CECOS College

A student who has interrupted or is interrupting a course of study

A student who is withdrawing or has withdrawn from a course of study or

A past student at CECOS

A CAS sponsored student

Who is responsible for this procedure?

The Chief Finance Officer has overall responsibility for these Regulations. Day-to-day administration is delegated to the Finance team, working with Registry, Admissions and UKVI Compliance where relevant.

Summary

Confirmation of the fees status assessment will be provided at the enrolment stage

Students must agree at enrolment/ re enrolment to pay the required tuition fees, and any other fees, by the due dates as set out in these Regulations

Students are required to also confirm at the enrolment stage how the student fees will be paid, eg through a tuition fee loan, privately sponsorship

If students are self funding their studies or if the student loan or sponsorship is not confirmed at the date of enrolment

The student must pay a minimum of 50% of the annual tuition fees for the first academic year to be fully enrolled on the course

It is the student's responsibility to ensure that the student can pay their tuition fees as and when they are due and to ensure that funding is in place for the course when required. Students are personally liable for payment of their tuition fees, and any other, fees throughout their course, even where is a sponsorship arrangement is in place or the student has arranged for the College to receive payment on behalf of the student from the Student Loans Company ("SLC")

Most international and CAS sponsored students will be required to pay a 50% minimum tuition fee deposit to secure their CAS (Certificate of Acceptance to Study).

There may be instances where some international applicants may be able to pay a lower amount to start the Pre CAS process with the balance of the 50% deposit due before the CAS is issued.

This arrangement will only be for students that have had their nationalities pre-approved by the Head of UKVI Compliance

If the student wishes to change, interrupt, withdraw from or repeat the course of study, the student must follow the correct procedures, and there may be fee implications, as set out in these Regulations, even if the student has extenuating circumstances

Course leaders, academic or other College staff are not responsible for processing, investigating or deciding on a level of tuition fee

Students must notify CECOS immediately if they are unable or struggling to pay student tuition fees, in part or in full

Failure to pay student tuition fees as and when they are due may result in sanctions being imposed on the student, such as restricting student access to CECOS College services or the continuation of the student visa. Struggling to pay for the tuition fees may be seen as a breach of the student visa conditions as students are required to prove the student can support themselves whilst studying in the UK

If a student fails to pay their tuition fees each year, students may also be withdrawn or forcibly interrupted from the course and a UK or international debt collection agency may be instructed to recover the outstanding tuition fees

If students are eligible for a refund, they must complete a Refund Request form. This must be submitted with all relevant supporting documentation within 20 working days of the course start date

Where CECOS College is unable to continue offering the course of study, for example due to temporary or permanent closure of CECOS College premises, we will communicate ways in which a resolution can be made.

5 Tuition fees

Students are liable for payment to CECOS College of all fees for the course on which the student studies

These Regulations form part of the student contract and should be read in conjunction with the Enrolment terms set out in the Enrolment and Student expectation Policy applicable to the student year of entry at CECOS College.

Tuition fees, where they are not capped by the government, e.g. tuition fees for international students and students on postgraduate courses, are set out on an annual basis by the Chief Executive Officer (or its equivalent).

If students interrupt or withdraw from their course of study, the tuition fee liability may be maintained or reduced, as set out below.

If the student's attendance or engagement falls below 75% (which will be considered not an acceptable level), in accordance with CECOS College student academic and Engagement Policy the student may be withdrawn from the course and may also become ineligible for further government or discretionary financial support.

Students will remain eligible for paying fees.

Upon enrolment, and any subsequent re enrolment(s), the student must confirm their intention to study and their agreement to pay the fees for the course. Where the student can progress onto the next academic year of their studies, CECOS College will auto re enrol Home students to the next academic year. The student will receive email notification of this. Should students wish not to continue with their studies they will be required to inform the CECOS Compliance team in writing before the course starts.

It is the student's responsibility to inform the CECOS Compliance team. Failure to do so will result in the student being liable for the fees.

All fees and refunds are quoted and will be calculated in GB pounds sterling.

The Finance team, in consultation with the appropriate Registry or Admissions lead where required, will determine the tuition fee status and the appropriate fee to be paid. If the student believes that their circumstances have changed the student may be liable to qualify for a different fee status. If students are unhappy with the notified fee status, they are able to challenge this decision using the Student Complaints procedure. The student must make this complaint within three months of the date of the fee notification. Any complaints made after this date will be considered out of time.

CECOS College may charge different fees for EU, EEA and Swiss students depending on whether they have settled, pre settled or Overseas International status. Students not holding UK immigration permission will be required to apply for a student visa to study in the UK.

6 What determines a student's fee status?

CECOS College sets out different tuition fee rates, depending on the mode of study and fee status as either a Home or Oversea student. The decision made by CECOS College in respect of the fee status is initially assessed at application and is subject to the relevant legislation and guidance in force at the time.

Fee status is influenced by an applicant's nationality and the country where they normally reside.

Important notice:

By accepting an offer, the student agrees to the terms and conditions of that offer, including the fee status.

The fee status is applicable for the duration of the programme and is usually not subject to change once the offer is accepted, apart from in some compelling circumstances. If the fee status does change, it will normally take effect in the next academic year. If students are in doubt as to their tuition fee status they should speak to the Admissions team for advice and guidance on fee status before the course starts.

Changing the fee status as a current student

CECOS College needs to ensure that the student is satisfied with their fee status before starting their course, as it cannot typically be changed once the student's course of study has begun.

However, a small number of changes in personal circumstances may allow the student to switch from Overseas to Home fee status from the start of the next academic year. This is classed as Qualifying events. This is only applicable if the students' parents/guardians/spouse experiences one of the following changes in circumstances:

Gains British or Irish citizenship

Becomes an EU national with settled status

Gains indefinite leave to remain or Settlement

Becomes a family member of a person holding settled status in the UK on the start date of the student's course, and who will be living in the UK on the first day of the academic year during which the student hopes to pay Home Fees

Is a family member of a non-British citizen who has been serving in the British armed forces since the start date of the student's course

Is an EEA migrant worker, frontier worker, employed or self employed person

Is a Swiss employed or self employed person, or a Swiss frontier employed or self employed person

Is the child of a Swiss national

Is granted on of the following types of leave in the UK: Humanitarian Protection, stateless leave, section 67 Calais leave

Is granted Refugee status by the government, or Indefinite leave to remain

ILR as a bereaved partner or victim of domestic violence or abuse

Obtain leave to remain in the UK under one of the Afghan Schemes

Obtains leave to remain in the UK under one of the Ukraine Schemes

If a student becomes eligible for a change in fee status

Before requesting a change in the fee status as a current student, students are encouraged to review the UKVI guidance to ensure that the students meet the eligibility criteria.

Students can contact the Registry team or the fees with the subject line ' Enrolled fee status request' and include their student number. Attach the following documents in PDF format:

A completed fee assessment form

A scanned copy of the students passport

Scanned copies of the student's immigration documentation showing the Immigration permission (eg visa, id card, Home Office decision letter)

Any other relevant documentation , such as a GP letter confirming how long the student has been on the patient register, a school letter confirming when student attended, proof of mortgage or rent payments, utility bills confirming length of residence in student's property.

7 Tuition fee amendments

If the fee has been incorrectly assessed due to issues with the information provided on the student's application form or at enrolment, the tuition fee will be automatically adjusted so that the student is charged the correct tuition fee for their course or mode of study.

If the credits students are taking are reduced by recognition of accredited prior learning (APL) or accredited prior experiential learning (APEL), the tuition fee may be adjusted. There is no additional fee chargeable for the consideration of the accredited prior learning (APL).

8 Early settlement discount

If the student is a self funding student, or if the student is a post graduate student with a Post Graduate loan, enrolling/re enrolling for a whole academic year's study, the student will be required to pay the tuition fees in full at enrolment or by the published re enrolment deadline, students may be entitled to an early settlement discount of 5% of the course tuition fee for the relevant academic year. The discount is not available if students are in receipt of any undergraduate funding from the SLC, or if the student is eligible for but choose not to apply for a tuition fee loan. The discount will not apply to any other additional fees

The 5% discount will and can only be given once it has been approved by the Principal (or its equivalent nominee).

Students that apply for fewer than two semesters in any one academic year must pay their tuition fees in full at enrollment and are not eligible for the early settlement discount.

The early settlement discount does not apply to tuition fees for repeat modules or to the writing -up fee which must be paid in full at re enrolment

The early settlement discount will be removed if the student is interrupted or withdrawn in the academic year and for CAS sponsored students their visa reported to the Home Office

9 Tuition fee increases and fee charging by Cohort

Enrolled students are charged an annual tuition fee in each year of their course or module. The tuition fee for the course will be set out as in the student offer letter and can also be found by contacting the Fees team.

If a student is a Home student studying on an undergraduate course, the maximum tuition fee that CECOS College can charge is set by the government. The College cannot exceed any maximum government regulated undergraduate fee. CECOS College reserves the right to increase its tuition fees to the maximum permitted level for new or continuing students for reasons such as enhancing the quality of the student

experience, managing inflationary rises in operational costs and reflecting changes in government policy or regulations. If the student is a Home undergraduate student, any increase in the tuition fee will normally be in line with any uplift determined by the government by legislation, regulations and any guidance and decisions.

Tuition fees for Home students on postgraduate courses longer than one academic year may also increase annually in line with the CPI measure of inflation to reflect increased costs of delivery and to maintain a high-quality student experience but, in any event, tuition fees will not normally increase by more than five per cent (5%) in each academic year.

Tuition fees for Overseas students (undergraduate and postgraduate) will be reviewed annually and CECOS College reserves the right to increase the tuition fees for Overseas students in line with the CPI measure of inflation to reflect increased costs of delivery and to maintain a high-quality student experience but, in any event, tuition fees will not normally increase by more than five per cent (5%) in each academic year. The College reserves the right to charge an ancillary fee or levy to cover any administrative or regulatory costs associated with a student entering the United Kingdom.

If CECOS College intends to increase the tuition fees the students will be notified of this as soon as is reasonably practical and not normally less than three months before the start of the academic year to which the fee increase is intended to apply. If students are dissatisfied with the proposed increase the students have the right to terminate their contract with CECOS College's fees team without penalty before the students commence the next academic year.

When the student first enrolls on a course, students will be allocated to a cohort. A cohort is a group of students who commence their studies at the same time, on the same mode of attendance, and would therefore be expected to progress through the various academic levels or stages together. The tuition fee is linked to the cohort of study which indicates when the student commenced the course. Students in a particular cohort will pay the same tier of fee as other students of the same type, e.g. Home or Overseas / CAS sponsored, in that cohort. Once students are allocated to a new cohort (for example due to interruption or withdrawal) student cannot return to a different fee cohort.

If a student interrupts continuously for two academic years (four semesters), student will join a new cohort for tuition fee purposes and will be charged the appropriate tuition fee for the academic year in which student recommence their course of study.

If CECOS College agrees only then can a student defer a module to a later academic year, the fees for that module will relate to the year in which student undertakes the module, unless we agree otherwise.

10 Resits and repeats

If a student resits a module and still does not meet the necessary academic threshold, CECOS may allow students to repeat that module again. Students will normally be charged a fee, at the standard module rate applicable to the academic year in which students undertake the repeat module, for repeating the module and resitting all the relevant assessments.

Students must self-fund for the repeat module(s) unless they have repeat study funding confirmation from the SLC. The exam board decision may allow some students to pass to the next level with outstanding modules at the previous level. Students who progress to the next level with outstanding module(s) will not have to pay extra for the outstanding module(s).

CAS sponsored students that decide to repeat and/or resit will need to seek guidance from the Compliance team as there may be visa implications to this.

CAS sponsored Students should seek guidance on the tuition fee implications of interrupting or repeating a year of study, so they fully understand the visa implications of doing so.

11 Ancillary fees

Students may be required to pay additional fees relating to their course, e.g. residentials and field trips, equipment, materials, specialist software, uniform, the cost of additional DBS checks and student membership fees required by professional bodies.

CECOS College may provide means-tested financial support to eligible students to help aid towards the cost of ancillary fees. Please note that some ancillary services may be provided by third parties with fees paid directly to them.

Any ancillary fees will be identified before applications open for the relevant year of study, set out in offer letters where they are specifically applicable to the course of study.

Ancillary fees will not apply to CAS sponsored students as all costs incurred will be reflected in the tuition fees stated.

12 Payment methods. Deposits and payment due dates

There are several ways that students can pay their tuition fees, including:

full payment upfront

instalment plans

student loans via SFE, SAAS, employer sponsorship, including apprenticeships

government other similar College recognised external sponsorship

CAS sponsored students will only have specific ways to pay their tuition fees and in accordance to the UKVI Student sponsor guidance

If a student has yet to apply for a tuition fee loan, they will be enrolled under an agreement that student will apply for student finance upon enrolling. Students will be given 28 days from the course start date to secure student finance funding. If students fail to obtain funding from the SLC after this time, the student will be personally liable for their tuition fees as if student were a self-funding student

CAS sponsored students must have their tuition fees loans already approved by the Finance team and the Head of UKVI Compliance before they are issued a CAS.

Where students enrol/re-enrol with a third party paying their fees, which includes an employer, a sponsor or a loan provider, students must understand that the contract is between CECOS College and student, and that students are personally responsible for payment of tuition fees should the relevant party fail to make payment. Sponsor invoices must be paid within 30 days of receipt. If a sponsor is paying only part of the tuition fees, the contribution is payable in the same way as for self-funding students.

International / CAS sponsored applicants who require a student visa for their course are normally required to pay 50% of the first year's tuition fee to secure a CAS. The pre-CAS process can be started with an initial

payment of £1,000, with a top up to 50% of the first year's tuition fee (before discounts) prior to the CAS being issued. The 50% deposit may be refunded in limited circumstances:

Any refunds will need to be approved by the Principal formally and in writing.

Student paid the 50% deposit while holding a conditional offer and fail to meet the academic or non-academic conditions of that offer and therefore cannot be admitted to CECOS College, or;

If student withdraw the application before a CAS has been issued or;

If CECOS does not issue student a CAS following our pre-CAS interview process, except where we have reasonable grounds that fraudulent documents have been used in the application process, or;

If the student cancels the tuition contract within the statutory time cancellation period (currently 14 days from the date that student accept the offer), or;

If the application for the student visa has been refused, except where fraudulent documents have been used to apply for or receive a visa, or;

If there are travel restrictions related to the right to study in the United Kingdom which prevent students from travelling to the UK and undertaking the course.

If CECOS fails to run the course for which students have been made the offer (or an alternative).

Tuition fee deposits would not be refunded in any of the following circumstances:

A student visa is refused due to fraudulent documentation, misrepresentation, nondisclosure of prior refusals or if other material information has been withheld during the admissions and enrolment process or whilst studying with CECOS COLLEGE.

A student visa is approved but does not travel to the UK;

Students do not enrol on the course for reasons within their control. For example, students do not make reasonable and timely arrangements to travel to the UK shortly after having a student visa approved;

Students obtain a visa but decide not to enrol.

Students enter the United Kingdom with a student visa and during the period of their course they seek alternative means of leave to remain;

Enrolment has commenced, either online or in person, and student subsequently withdraws

Discretionary part-refund of deposit will only be considered in compelling circumstances. CECOS COLLEGE may in its absolute discretion make a refund to student of up to 50% of the deposit paid, if student withdraw their application and produces documentary evidence to prove that any of the following exceptional circumstances has occurred on a specified date after their payment of the deposit and before student enrolment:

Death or terminal illness of an immediate family member or person responsible for the payment of the tuition fees.

Students studying for fewer than two semesters in any one academic year cannot pay in installments and must pay their tuition fees in full at enrollment.

If students are eligible but choose not to take out a tuition fee loan, or if students are ineligible for a loan, students may be allowed to pay in installments but will be required to pay a minimum of 50% of the annual fee to be fully enrolled/re-enrolled.

Postgraduate loan payments are paid direct to students and will only be released once they have completed enrolment and cannot, therefore, be used to pay towards tuition fees at enrolment. Students will need sufficient funds to make the first tuition fee payment without the postgraduate loan and will need to provide evidence at enrolment/re-enrolment that the loan has been confirmed. If students are unable to provide this evidence, they will be required to pay at least 50% of the annual fee at enrolment/re-enrolment.

13 Fraudulent payments

Students may be approached by individuals or agents offering to pay tuition fees on their behalf in exchange for an upfront payment or upon presentation of "proof" of payment to CECOS College. These offers often involve the use of stolen debit or credit card details, with the individual or agent accessing the student's account to make fraudulent payments.

This activity is illegal and constitutes money laundering. Any student who knowingly or recklessly engages in such conduct may face criminal prosecution and disciplinary action by CECOS College.

If CECOS College detects multiple failed payment attempts, access to the online payment portal will be disabled, and all future payments must be made via direct bank transfer.

In cases of chargebacks - where funds are reclaimed after being received - students will be required to repay the amount by direct bank transfer. If an agent facilitated the student's introduction to CECOS College, the Admissions team will review the case and liaise with the agent / student accordingly.

14. STUDENT VISA SPONSORSHIP

International and CAS sponsored students who require a student visa to study in the UK, and who are not funded by a full scholarship or sponsorship, are required to pay a deposit, when accepting an offer, to secure their place.

By providing evidence of the financial means to gain a CAS students are confirming that those funds remain available to pay their tuition fees and living expenses for that academic year/the duration of the course.

Non-payment of tuition fees will result in the withdrawal and reporting of the student visa sponsorship.

15 Late payment and tuition fee debt

The following section outlines how the non-payment of tuition fees is managed.

Students should not enroll/re-enrol on any course of study unless students have sufficient funds or access to funding to pay their fees. If the student offers evidence of funding to secure a place or a CAS, the expectation is that this funding remains available to settle a tuition fee when it becomes due. It is the responsibility to pay their tuition fees when requested to do so.

If students are unable to pay their tuition fees at any time, the student must contact the CECOS College fees team in the first instance. All fee-related matters, including disputes, are processed by the Fees team. If a student wishes to withdraw or interrupt and reduce the fee liability, the student must follow the Interruption and Withdrawals procedure.

Students will become a debtor of CECOS College when tuition fees remain unpaid, in part or fully, in the timeframes agreed by CECOS College. If the student is in debt to CECOS College, the student will only be permitted to undertake further study once the debt is settled.

Students will be contacted about their tuition fees and any issues via their CECOS College email address, and it is the student's responsibility to check and respond to all communications from CECOS College or its agents relating to the payment or non-payment of fees and acknowledge receipt of them when requested to do so.

For students who are in tuition fee debt to CECOS College, the following can apply:

Removal of access

Withdrawal of access to facilities, and pausing of hardship funds. Students may not be permitted to access educational services, which means attending their lectures or other classes, accessing the College's approved virtual learning environment (VLE) resources or to receive their coursework, examination or assessment results, subject to their rights under Data Protection Law.

Students are reminded that CECOS College will not issue official degree certificates or transcripts where they have not met their tuition fee obligations. The College will not provide any employer, further study or volunteer references until the tuition fees or any other debt to the University are paid in full. Current students who misrepresent the level of studies completed may be referred to the Student Disciplinary process.

Enrolment/Re-enrolment

Students with a prior year debt or debt from a previous programme will be recorded on the Student Record System as a debtor and will not be allowed to enrol/re-enrol for the next academic year. Any CAS sponsored student that is unable to pay their outstanding fees will be reported to the Home Office and their sponsorship withdrawn.

Graduation attendance

Students who have not paid their tuition fees in full will not be allowed to book or attend the College's graduation ceremonies, until the tuition fee debt is paid in full.

CECOS College reserves the right to pursue student debtors (including those who have failed to return any College property eg a laptop or lab equipment for any fees owed. This may also include passing the student details or information to debt collection agencies who are employed by the College through which further costs may be incurred.

If students are in dispute with SLC, CECOS College asks that students provide relevant staff with the authority to speak with SLC on their behalf. This is known as a Consent to Share Information Agreement and it is to facilitate resolution of any dispute. If consent is not given, CECOS College may choose not to permit students to enrol/re-enrol and may be compelled to withdraw students.

16 Failure to pay fees and procedure to enforce payment

Missed payment deadlines will trigger a Finance and Compliance intervention. An intervention is designed to promote payment of fees and signpost students to support services.

The intervention process is outlined below and may result in students being withdrawn from CECOS College if payments continue not to be made.

Intervention 1 – immediate notification of Bad Financial standing

If payment has not been received by the specified payment deadline, the student will receive notification by email confirming that student has missed the deadline. The email will outline the date by which students are required to pay their fees and will include details of future sanctions which will be applied in the event of further non-payment. No sanctions will be applied at this time.

Intervention 2 – second reminder

If students have not made payment by the deadline set at Intervention 1, a second email notification will be sent 10 days after the original missed payment date making it clear that students are considered a debtor and that the outstanding fees are still due and owing. A Bad debt flag NEW flag will be added to the student profile.

Intervention 3 – final chaser, late payment fee and sanctions

If payment has not been made within 15 days of the deadline set at Intervention 2 a notification will be placed on the student's record and a late payment charge will be applied to the account as set out in section 19.

Student will be at risk of sanctions being applied to their account, which may include:

Loss of access to the campus

Loss of access to the College's approved virtual learning environment (VLE), My Account, and the Library

Loss of access to results, awards, transcripts, graduation, certificates, and any registration.

All emails will provide information and links to different types of CECOS College support including the best way to make payment and/or have conversations with the Fees team.

Intervention 4 – official debt letter sent

Should payment still not be made, a third email notification will be sent 28 days after the original missed payment date. A debt collection letter will also be sent to their term-time address outlining the fees that are due and owing and the sanctions that are currently in place. It will also explain that, should payment still not be received within the next 7 calendar days, CECOS College will intend to withdraw student from their course of study.

For CAS sponsored students their visa will be reported to the Home Office.

Intervention 5 – intention to withdraw letter sent

After the official debt letter has been sent, and where students are still to pay the fees, their details will be sent to the Senior Leadership team (or their nominees) who will consider the withdrawal for non-payment of tuition fees. If a decision is made to withdraw a student, the student will be sent an Intention to Withdraw communication. Students can request a review of the Intention to Withdraw decision (see below) within 10 working days. If students do not request an Initial Review after 10 days, a 'FINAL notice of withdrawal' letter will be sent to the student, confirming that student will be withdrawn from the College for non-payment of fees.

Requesting a Review of "Intention to Withdraw" decision

If students are not satisfied with the decision to withdraw students, students may request a review of this decision within 10 working days of the date of the notification of the Intention to Withdraw decision by submitting a request in writing to the Academic Registrar or its equivalent.

Requests to review an Intention to Withdraw decision will only be considered on limited grounds, namely: there was a material and identifiable procedural irregularity by CECOS College in its conduct of these Regulations; or

the outcome was not reasonable in all the circumstances (ie no reasonable decision-maker, considering the relevant facts, could have reached that decision); or

new material evidence is available which students were unable, for valid reasons, to provide earlier in the process

Payment has been made and this is confirmed by the Fees /finance team

Students should set out the concerns clearly and succinctly and provide evidence in support (where possible). Students must explain how their request for review falls within one or more of the grounds set out above.

The Principal or nominated senior manager (the “Reviewer”) will review the request, and all information collated for the review, together with any new evidence presented on paper, and may contact student and anyone previously involved in the case

There are two possible outcomes from the review:

The decision to withdraw has been upheld (i.e. decision does not change)

The decision to withdraw has been overturned (student will be allowed to return upon receipt of the outstanding payment – please note that this may be in the next academic year depending on the timeframes for making payment. If this is the case, students will be interrupted instead). The decision of the review will be communicated to students in writing, usually within 10 working days from the review request being made.

If students do not request a review of the Intention to Withdraw decision or the review is unsuccessful, students will be withdrawn from their course. If students are withdrawn, students will be sent a ‘notice of withdrawal’ letter, advising students of the date students are to be withdrawn. The official date of withdrawal will be the date the student receives this letter.

If the withdrawal decision is overturned on Final Review, please note that the route to reinstatement on their course may involve:

Delayed starts due to length of time missed during the withdrawal and review process

A requirement for a new student visa, due to UKVI reporting requirements on their withdrawal

Where students have been withdrawn due to being in Bad financial debt CECOS College may send the outstanding debt to an external debt collection agency. Any student with outstanding debt can expect to be contacted by an enforcement agent and/or have legal action taken against them if they do not make payment.

If students make payment in full or have an exceptional payment plan agreed before the withdrawal date, students will have access to services reinstated and no further emails/notifications regarding the outstanding debt will be sent whilst these payment conditions continue to be met.

17 Changing course or mode of study

If student who wish to change course or mode of study are encouraged to do so only between academic years.

Changes in course or mode of study during an academic year are normally only possible in the first semester of that academic year. If a student changes mode of study from full-time to part-time, or vice versa, or transfers to a different course of study, during the academic year, the tuition fee will be recalculated for the full year of study, based on the new mode of study.

Changing mode of study can affect government student funding entitlements, which may be subject to the terms and conditions of the funder, e.g. the SLC, and if students are receiving a tuition fee and/or maintenance loan, student should seek advice about the impact on the fees prior to making the change.

18 Cancellation

In addition to the statutory right to cancel as set out in the Enrolment Terms, if students choose not to begin their studies student can decline the offer or, if enrolled/re-enrolled, student can withdraw from study without financial liability up to 14 calendar days from the course start date. If a student enrolls after the course start date, student will still have 14 calendar days from their enrolment date to withdraw, without financial liability. Any sums paid to CECOS College in advance will be reimbursed to students if students cancel within this period and request a refund.

19 Withdrawal and interruptions

'Withdrawal' means that students cease their studies and do not intend to return to study before their whole course concludes. If students withdraw or are withdrawn from study, students cease to be a student at CECOS College and their contract with CECOS College is at an end.

Interruption is where students take an approved and temporary break from their enrolment/re-enrolment on the course or modules.

Withdrawal or interruption may take place between or during academic years. If students are considering withdrawing or interrupting, students should follow CECOS College's withdrawal and Interruption procedure. Students should also discuss the decision with their personal tutor or course leader, but please note that this discussion alone does not constitute confirmation of interruption or withdrawal. It is the student's responsibility to follow the correct process to be interrupted/withdrawn and students will continue to be liable for fees until the process has been completed.

CECOS College considers the 'last' date of attendance, and the fee liability point as the point the interruption or withdrawal process has been approved. This should be no more than 10 working days from the request.

If students continue to attend campus access systems or use their student ID card after a student claims to have been interrupted or withdrawn, students will be treated as still enrolled and will remain liable for tuition fees.

Any interruption/withdrawal will commence from the date on which the interruption/withdrawal process has been completed and the decision to interrupt/withdraw is approved. This should be no more than 10 working days from the request. Students are recommended to only pursue interruption when students have a clear intent and/or plan to return to study.

Please see the CECOS College's Interruptions and Withdrawals Procedure for further information about returning from interruption.

When students return to study following an approved interruption, students will not be charged again for any modules already passed, and for which students have paid in full, but will be required to pay again for any modules not attempted or attempted but not completed. However, if students change the mode of study or course, following interruption, this may affect their fees as outlined in section 2. If students return to study,

having been interrupted for two or more academic years, students will be liable to pay the relevant tuition fee for modules yet to be taken for the cohort to which students are returning at the time of re-enrolment. This may result in students paying a higher fee because of any changes to fee tiers for their course of study.

If a student withdraws before the end of the academic year and has not paid the full course or module fee (even if teaching is complete) student may not be entitled to receive credit or an award.

When students interrupt or withdraw, students will be liable for the fees relating to any module where all teaching has been completed prior to their last day of attendance. This provision applies even if the last date of attendance is before the end of the academic year. This is to ensure that students have had the opportunity to receive all teaching on the module and are charged appropriately for that module.

If students progress and re-enrol on the dissertation stage of a master's course, students will not have their fee adjusted or be eligible for a refund if students later interrupt or withdraw. If students are in receipt of a loyalty or international merit discount and, because of their interruption or withdrawal, the overall fee liability is reduced, students will no longer be eligible for the discount. However, students will remain eligible for discounts if their interruption was as the result of pregnancy, maternity, paternity, or adoption. If the interruption is for health reasons, medical evidence must be provided.

When fees are paid using a combination of payment methods, any refunds for which a student is eligible will be applied in proportion to the sums covered by the different payment methods. This includes if the tuition fee was paid by a third party. If a discount has been applied to reduce the fee liability, students will not receive a refund or credit on the portion of the fee that was discounted.

For students who withdraw or interrupt their course (which means a course longer than a single module or semester), student fee liability will be adjusted.

Subject to approval from the appropriate Registry or senior management function, a research student on an interruption may resume studies in January, April or September, instead of waiting to return at the beginning of the next academic year. The fee liability for a student returning from interruption depends on the date on which the student interrupted.

20 Refunds

This section of the Regulations details when students will be entitled to a refund of tuition fees following interruption or withdrawal, where an overpayment has been made or where an adjustment to the tuition fee leaves a credit on the student account.

Any refund is at the discretion of CECOS College. If students think students are eligible for a refund, please Contact the Fees team.

Students who have had their fee reduced and where payment has already been made above the fee liability (other than by a tuition fee loan) may have the amount applied as a credit to their student record. If a student wishes the credit to be refunded, they must contact the fees team.

Students studying for fewer than two semesters in any one academic year will not have their fee status adjusted or be entitled to any refund if they interrupt or withdraw.

Refunds will not be made to sponsors/employers who have paid tuition fees in full for students who then leave their employer but remain enrolled on the course unless the student self-funds or is funded by another sponsor/employer. For students who interrupt or withdraw, a partial refund to the sponsor/employer may be made on request.

When fees are paid using a combination of payment methods, any refunds for which students are eligible will be applied in proportion to the sums covered by the different payment methods. This includes if the tuition fees were paid by a third party. If a discount has been applied to reduce the fee liability, students will not receive a refund or credit on the portion of the fee that was discounted.

If students have student visa sponsorship, refunds will be made to the original payer and only processed once students have provided confirmation that students have left the UK in accordance with the terms of their visa.

Applicants who have accepted a place but have not yet enrolled on a course of study which closes, will receive communication of the course closure at the earliest opportunity. They may receive compensation, but will, as a minimum, receive an offer of advice and support of help in seeking an alternative course at CECOS College or a different higher education institution (HEI).

CAS sponsored students will need to speak to the Compliance team to discuss the implications of their visa especially in terms of the Sponsor guidance rules.

CECOS College will assist existing enrolled students in seeking an appropriate alternative course at another institution where in the academic and professional judgement of CECOS College there is no suitable alternative course at CECOS College.

Where CECOS College is not able to teach out a course and, in its reasonable academic and professional judgement, there is no suitable alternative course at CECOS College (or in the case of post-graduate research, no suitable alternative supervisory arrangements), the contract will be brought to an end on four weeks' notice and students will be refunded fees already paid to us, subject to appropriate and reasonable deductions in individual cases for credits transferred to other institutions, and will not be under any obligation to pay any further fees to CECOS College.

In making a final assessment of any refund or compensation payment, consideration will be given to:

whether CECOS College failed to deliver on specific material undertakings given to students in the way the course would be delivered;

whether sufficient action was taken by CECOS College to ensure students had a fair and reasonable opportunity to complete the course;

whether there has been a demonstrable loss to the student;

whether the student achieved the learning outcomes for their course;

whether the students have met their own responsibility to minimise losses;

whether the University followed its own processes in delivering the course;

whether the student has been affected in relation to a final degree award, external accreditation or the ability to take up a job offer;

consideration of alternative arrangements/adjustments that were implemented for students to minimise loss and whether students took advantage of them;

whether CECOS College communicated with students effectively throughout the process; and

whether a refund or compensation payment is the most appropriate way to deal with the issue

Refunds under this section, in all cases, will be paid back to the original payee and, wherever possible, to the original bank account. This applies to refunds where the student is in receipt of a tuition fee loan from SLC, where the student pays their own tuition fees or where tuition fees are paid by a sponsor.

Refunds and/or compensation will be paid where reasonably possible within 14 days of CECOS College's decision that payment is warranted in the circumstances.

If a student is not satisfied with CECOS College's refund and, where relevant, compensation plan relating to that student, they should refer the matter in writing to the CEO stating the reasons and any supporting evidence. A referral to the Principal or its equivalent should be made promptly and in any event within 10 working days of the date the individual refund and, if relevant compensation, plan is communicated to the student

The Principal or its equivalent may either uphold the original decision regarding refunds and compensation, or make a new decision. That decision shall be final and shall be issued in writing within the latter of 15 working days of the date on which the request for review was submitted, the date on which any additional requested evidence was submitted or the date of the meeting, whichever applies to the specific review.

Ownership and Review

Policy Owner	Chief Finance Officer
Operational Oversight	Principal and relevant senior functional lead
Approved By	Governance Board
Review Cycle	Annual, or earlier where legal, regulatory or operational change requires
Next Review Date	September 2027

Approval and Sign-Off

Role	Name	Date
Chief Executive	Dr Mudassir Tanveer	September 2026
Principal	Chris McLean	September 2026

Governance Board Representative	Paul Jones	September 2026
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Version History

Version	Approved By	Revision Date	Details of Change
1.0	Previous approval route	June 2026	Previous policy version.
2.0	Governance Board	September 2026	Enhanced