

MOUNTVIEW

REFUND AND COMPENSATION POLICY 2019/20

(FOR NEW STUDENTS COMMENCING STUDY IN OR AFTER SEPTEMBER 2019)

This policy applies to students who are registered and studying with Mountview.

1. Tuition fee refunds

1.1. Tuition fee liability is set out below. In the event a student ceases their studies and leaves Mountview, a refund of tuition fees will be made if the fees paid exceed the calculated liability.

1.2. The policy is updated annually. The policy that applies to students is therefore dependent on the course studied and the course start date.

1.3. There is no variation in policy in relation to a student's fee status be they categorised as being liable for fees at the Home, EU or International rates.

1.4. The refund will be paid to whoever paid the tuition fee.

1.5. This Refund and Compensation policy will be made available to applicants via the Mountview website and drawn to the attention of applicants as part of the offer information.

2. Scholarships and bursaries

2.1. Mountview offers a number of scholarships to undergraduate students. General terms and conditions for these scholarships can be found at the following web link: www.mountview.org.uk/courses/funding-and-scholarships/. Once a scholarship has been awarded any scholarship entitlement due to a student would be reduced pro rata on their withdrawing from the course. If a scholarship holder breaches the terms and conditions associated with their scholarship it will be withdrawn and, depending on the type of scholarship and the nature of the breach, they may be liable to repay some or all of the award. Full details are given in the terms and conditions.

3. Refund policy for international student deposits

3.1. The deposit paid will be reimbursed in full if evidence of a visa rejection is received and verified from the relevant UK visa office. Refunds will not be given however if the reason for the visa rejection is due to the failure to follow UK Visas and Immigration guidance or submission of fraudulent documents.

3.2. Refunds will also be made to conditional offer holders who pay their deposit then fail to meet the conditions of Mountview's offer of a place.

3.3. Offer holders who change their minds and decide not to take up their place will not be entitled to a refund of the required deposit paid.

3.4. Refunds will only be made to the individual or organisation who originally paid the deposit. If a third party has paid the deposit on behalf of the applicant, we are unable to refund the deposit directly to the applicant.

3.5. Please note that refund requests will only be authorised within 3 years of the deposit payment date.

4. Compensation

4.1. Mountview has a single campus in Peckham, south London and this is the location from which it delivers courses. Mountview has no plans to open and relocate courses to a second campus. Some students study under split-site arrangements undertaking their studies both at Mountview and at a partner organisation.

4.2. Mountview's approach to course closure is to teach all students through to the completion of their studies. Mountview's course closure process ensures plans are put in place to enable all students registered on the course to complete their studies. There are no courses identified where there would be an increased risk of non-continuation.

4.3. In the exceedingly rare event Mountview was not able to preserve the continuation of study Mountview would provide a transcript and where appropriate an exit award in relation to the credits passed and awarded. Mountview would also seek to relocate the student so they can complete their studies and achieve the intended qualification aim at another provider.

4.3.1. In the event students transfer to complete their studies at another provider, Mountview would provide a compensation payment that would cover:

- i. the difference in tuition costs between the fee that would have been liable at Mountview and the fee at the new provider to complete the course
- ii. relocation expenses of up to £1,500 on the provision of receipts

4.3.2. In the event an alternative provider cannot be found that is acceptable to the student Mountview would refund all tuition fees, and make a compensation payment which would take into account maintenance costs and the duration of study.

5. Financial security

5.1. Mountview had free unrestricted reserves of £537,443 at 31st August 2017. Refunds and compensation payments are paid from these reserves.

6. Tuition Fee liability details

6.1. Tuition fees are normally charged on an annual basis and so for a course being delivered over, for example, three years, a student can expect to pay a tuition fee for each year of study.

6.2. Tuition fees will normally increase annually in line with inflation. The fee increase will be limited to the greater of 4% or the % increase of the UK Government regulated fee.

6.3. The guidance in Table 1 below details a student's tuition fee liability for the academic year in the event a student withdraws or interrupts their study before the end of that academic year.

6.4. Where part-time fees are charged based on the modules studied, the fee will be based on the credit value of modules studied as a percentage of the credits associated with full-time study.

6.5. The standard undergraduate academic year has three terms of 12 or 13 weeks each, and the teaching weeks are numbered. This numbering is also used for most foundation and postgraduate courses.

6.6. If a student interrupts their studies fee payments will be carried forward to the following year. If the student decides to withdraw within 12 months of interrupting study they will be subject to the tuition fee liability outlined in Table 1 below.

6.7. Where reference is made to terms then: Autumn term refers to teaching delivery between Summer and Christmas, Spring term to delivery between January and Easter, and Summer term to delivery between Easter and the Summer.

Table 1

Tuition Fee liability for the academic year for students who withdraw prior to the completion of the course
For students new to Mountview from 1 September 2019

FOUNDATION LEVEL

Level	Full- or Part-Time	Length of Course	Start	No charge if a student withdraws:	25% fee charged if a student withdraws:	50% fee charged if a student withdraws:	Full fee charged if a student withdraws:
Foundation	Full-time	2 Terms	September	Less than 14 days after registration	Before the Monday of Week 6 Autumn term	Before the Monday of Week 13 Autumn term	After the Monday of Week 13 Autumn term
Foundation	Part-time	2 Terms	September	Less than 14 days after registration	Before the Monday of Week 6 Autumn term	Before the Monday of Week 13 Autumn term	After the Monday of Week 13 Autumn term

UNDERGRADUATE LEVEL

Level	Full- or Part-Time	Length of Course	Start	No charge if a student withdraws:	33% fee charged if a student withdraws:	67% fee charged if a student withdraws:	Full fee charged if a student withdraws:
Undergrad	Full-time	3 Years	September	Less than 14 days after registration	Before the Monday of Week 1 Spring term	Before the Monday of Week 13 Spring term	After the Monday of Week 13 Spring term

POSTGRADUATE LEVEL

Level	Full- or Part-Time	Length of Course	Start	No charge if a student withdraws:	33% fee charged if a student withdraws:	67% fee charged if a student withdraws:	Full fee charged if a student withdraws:
Postgrad	Full-time	1 Year	September	Less than 14 days after registration	Before the Monday of Week 1 Spring term	Before the Monday of Week 13 Spring term	After the Monday of Week 13 Spring term
Postgrad	Full-time	1 Year	January	Less than 14 days after registration	Before the Monday of Week 1 Summer term	Before the Monday of Week 13 Summer term	After the Monday of Week 13 Summer term
Postgrad	Part-time	2 Years	September	Less than 14 days after registration	Before the Monday of Week 1 Spring term	Before the Monday of Week 13 Spring term	After the Monday of Week 13 Spring term