

# MOUNTVIEW

## REFUND AND COMPENSATION POLICY 2020/21

### (FOR NEW STUDENTS COMMENCING STUDY IN OR AFTER SEPTEMBER 2020)

#### 1 Introduction

1.1 This policy applies to students who have applied to study at Mountview, or who are registered and studying with Mountview.

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 Any refund will be paid to whoever paid the tuition fee or deposit.

1.5 This 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 Refund policy for student deposits

##### a) Holding and operating deposits

2.1 On acceptance of an offer to study at Mountview, students will be required to pay a holding deposit of £135 (£50 for part-time Foundation level courses) within 2 weeks. This deposit is **non-refundable** until a student registers successfully on their chosen course.

2.2 On successful registration as a student at Mountview this holding deposit will become an operating deposit. £10 will be charged as a locker fee (excluding part-time Foundation students, who do not have lockers) and the remaining £125 will be held for the duration of the student's course to cover miscellaneous costs such as costume damage, unpaid library fines and replacement security passes.

2.3 On completion of their course, students can apply for a refund of this operating deposit, less any outstanding tuition fees and sundry charges. The £10 locker key fee will also be refunded should the student return the key and the locker is not damaged.

2.4. Please note that refund requests will only be authorised within 1 year of course completion.

## **b) Tuition fee deposits**

2.5 Students will also be required to pay some or all tuition fees before the beginning of the year of study, an element of which will be a **non-refundable** deposit. Amounts and due dates differ according to course of study and full details will be included in the offer letter.

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

2.7 Deposits paid by international students 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.

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

2.9 Different rules apply to students who have applied for Dance and Drama Award (DaDA) funding; full details will be found in the offer letter.

## **3 Tuition fee liability details**

3.1 The table in Appendix 1 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.

3.2 A refund of tuition fees, less the non-refundable deposit amount, will be made if the fees paid exceed the calculated liability.

3.3 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.

3.4 Tuition fees will normally increase annually in line with inflation. The fee increase will be limited 4% per annum.

3.5 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.

3.6 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.

3.7 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.

#### **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.

4.4 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; and

(ii) relocation expenses of up to £1,500 on the provision of receipts

4.5 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 Scholarships and bursaries**

5.1 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/](http://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.

#### **6 Financial security**

6.1 Mountview had free unrestricted reserves of £388,650 at 31<sup>st</sup> August 2019. Refunds and compensation payments are paid from these reserves.

**Appendix 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 2020**

**FOUNDATION LEVEL**

Level	Full- or Part-Time	Length of Course	Start date	Deposit amount	Deposit charged 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	October 2020	£500	After 1 July 2020 and up to 29 October 2020 (14 days after registration)	On or after 30 October 2020 and before 30 November 2020 (Week 6 Autumn term)	On or after 30 Nov 2020 and before 14 December 2020 (Week 8 Autumn term)	On or after 14 December 2020
Foundation	Part-time	2 Terms	October 2020	£250	After 1 July 2020 and up to 2 November 2020 (14 days after registration)	On or after 3 November and before 30 November 2020 (Week 6 Autumn term)	On or after 30 Nov 2020 and before 14 December 2020 (Week 8 Autumn term)	On or after 14 December 2020

**UNDERGRADUATE LEVEL**

Level	Full- or Part-Time	Length of Course	Start	Deposit amount	Deposit charged 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:
Undergraduate (Performance) Fee Payer	Full-time	3 Years	October 2020	£1,000	After 1 June and up to 29 October 2020 (14 days after registration)	On or after 30 Oct 2020 and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021
Undergraduate (Performance) DaDA	Full-time	3 Years	October 2020	£500	Between 15 – 29 October 2020 (14 days after registration)	On or after 30 Oct 2020 and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021
Undergraduate / FdA (Theatre Production Arts)*	Full-time	3 Years	September 2020	£500	After 1 July and up to 28 September 2020 (14 days after registration)	On or after 29 September and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021

**POSTGRADUATE LEVEL**

<b>Level</b>	<b>Full- or Part-Time</b>	<b>Length of Course</b>	<b>Start</b>	<b>Deposit amount</b>	<b>Deposit charged if a student withdraws:</b>	<b>33% fee charged if a student withdraws:</b>	<b>67% fee charged if a student withdraws:</b>	<b>Full fee charged if a student withdraws:</b>
Postgraduate (Performance)	Full-time	1 Year	October	£1,000	After acceptance is received by Mountview and up to 29 October 2020 (14 days after registration)	On or after 30 October and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021
Postgraduate (Non performance)	Full-time	1 Year	September	£1,000	After acceptance is received by Mountview and up to 28 September 2020 (14 days after registration)	On or after 29 September and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021
Postgraduate	Full-time	1 Year	January	£1,000	After acceptance is received by Mountview and up to 18 January 2021 (14 days after registration)	On or after 19 January and before 19 April 2021 (Week 1 Summer term)	On or after 19 April 2021 and before 12 July 2021 (Week 13 Summer term)	On or after 12 July 2021
Postgraduate	Part-time	2 Years	September	£500	After acceptance is received by Mountview and up to 1 October 2020 (14 days after registration)	On or after 2 October 2020 and before 4 January 2021 (Week 1 Spring term)	On or after 4 January 2021 and before 29 March 2021 (Week 13 Spring term)	On or after 29 March 2021

**\* Please note, the Mountview Diploma in Theatre Production Arts follows the same liability timeline as the Undergraduate/FdA (Theatre Production Arts) courses.**