

# MOUNTVIEW

## **FEE, REFUND AND COMPENSATION POLICY 2023/24**

### **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 Tuition fee charges**

2.1 The amount that students will pay in respect of tuition fees is dependent on the course that they wish to study.

2.2 Tuition fees for each year of study are indicated in the offer letter sent by the Registry & Admissions Manager. Fees for each course are also published on Mountview's website each year.

2.3 Once a student has enrolled they are responsible for the payment of their tuition fees and any other associated charges as per the terms and conditions outlined in the offer letter and in this policy, including any amounts due from third parties which are not paid. Treatment of the non-payment of fees is outlined in sections 5-8.

2.4 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.

2.5 Tuition fees will normally increase annually in line with inflation. The fee increase will be limited 5% per annum.

2.6 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.

2.7 Mountview reserves the right to reassess any student's tuition fee liability should new information come to light that may affect the original assessment or amounts charged.

### **3 Tuition fee liability**

#### **a) Initial Fees**

3.1. Tuition fees must be paid by the first day of each term.

3.2. Even where fees are payable by a third party, students remain personally liable to Mountview for fees notified to them.

3.3. Students eligible for financing from the Student Loans Company are responsible for ensuring that their application for financing is made before the start of the academic year. Students must also ensure that any requests for further documentation and or information are complied with as soon as possible. Applications can be made on-line at <https://www.gov.uk/student-finance>

3.4. If a student is not in attendance or does not comply with the requirements of their student loan, they will not be eligible for Government funding and will become personally responsible and liable for any fees due.

3.5. If a third party is sponsoring a student and paying their tuition fees, they will need to provide evidence of this in writing in line with the payment deadlines above, and all invoices must be settled in full within 30 days. If invoices are not paid in accordance with these terms the debt will revert directly to the student.

3.6. If fees are being paid by a relative or friend of the student this is not considered as a formal sponsorship. In this instance a student will be regarded as self-financing.

#### **b) Fees on withdrawal or interruption of study**

3.7. 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.

3.8. 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.

3.9. 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.

3.10. The date of withdrawal or interruption of study will be determined by the date of receipt of a completed withdrawal of studies/request to suspend studies form from the student.

3.11. Students who interrupt study during a year will be charged in accordance with Appendix 1 based on the date of interruption. They will also be charged for a full-years fees in the year that they resume study.

3.12. Any funds received from the Student Loans Company will be applied to a student's fee liability. Any shortfall of student loan payments from the SLC will be charged to the student directly.

3.13. A refund of tuition fees, less any non-refundable deposits, will be made if the fees paid exceed the calculated liability.

#### **4 Refund policy for student deposits**

### **a) Holding and operating deposits**

4.1 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, £125 for full-time Foundation courses based in Manchester) within 2 weeks. This deposit is **non-refundable** until a student registers successfully on their chosen course.

4.2 On successful registration as a student at Mountview this holding deposit will become an operating deposit. £10 will be held as a locker fee (excluding part-time Foundation students and full-time Foundation students based in Manchester, 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.

4.3 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.

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

### **b) Tuition fee deposits**

4.5 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.

4.6 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.

4.7 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, submission of fraudulent documents or failure to provide documents.

4.8 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.

4.9 Mountview aims to process all refunds due within 15 working days following receipt of a completed withdrawal of studies/request to suspend studies form from the student.

## **5. Debt policy and procedures**

5.1. If a student is unable to pay any fees or charges by the appropriate due date, they must contact the Registry and Admissions team at the earliest opportunity. The team will be able to provide support and advice on best course of action.

5.2. If the financial circumstances of a student change after they start their course, then Mountview may be able to agree an instalment plan. The Registry and Admissions Manager will support

students with this process. Please note that documentary evidence to support a request may be required before it can be considered.

5.3. If a student fails to pay their tuition fees on time, their access cards may be blocked and they may be prevented from accessing lessons until payment has been made or a plan has been discussed with the Registry and Admissions Team. Access to various services such as tutorials, library services or rehearsal space/studio bookings may also be withdrawn.

5.4. If a student fails to comply with an agreed payment plan and/or persistently fails to pay their fees, they will be invited to attend a formal meeting with the Registry & Admissions Manager and either the Director of Finance & HR or the Principal & CEO to discuss their debt. There are two possible outcomes from the meeting:

a) The student may be withdrawn from their course immediately and will remain liable for any fees due.

b) A final payment plan will be agreed, and the student will be issued with a final warning

5.5. Mountview reserve the right to apply a late payment fee of 1.5% or £50 (whatever is the greatest) at 31 August each year based on any outstanding fees.

## **6. Returning students with debt**

6.1. Students with outstanding tuition fee debts from a previous academic year are not permitted to re-register. All prior year tuition fee debts must be paid in full before a student is able to return to undertake another year of study.

## **7. Certificates, Transcripts and Graduation**

7.1. Students with fees outstanding at the completion of their course will not be permitted to receive their certificate until their fees are settled in full.

7.2. Students with outstanding fees will also not be able to attend their graduation ceremony.

## **8. External debt collection agencies**

8.1. Mountview reserves the right to refer debt in respect of any former student to an external debt collection for recovery. Students will be notified in advance of debt collection referrals.

## **9. Compensation**

9.1. Mountview has a primary campus in Peckham, south London and this is the location from which it delivers most of its courses. Some students study under split-site arrangements undertaking their studies both at Mountview and at a partner organisation. Mountview also runs a full-time Foundation Musical Theatre programme in Manchester which will be taught at a single site.

9.2. 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.

9.3. 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.

9.4. 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

9.5. 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.

## **10 Scholarships and bursaries**

10.1. Mountview offers a number of scholarships to its 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.

## **11 Financial security**

11.1. A fee contingency is determined annually from which refunds and compensation payments are paid.

## 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 2023

#### 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	September 2023	£500	After 3 July 2023 and up to 18 September 2023 (14 days after registration)	On or after 18 September 2023 and before 23 October 2023 (Week 6 Autumn term)	On or after 23 October 2023 and before 11 December 2023 (Week 13 Autumn term)	On or after 11 December 2023
Foundation	Part-time	2 Terms	September 2023	£250	After 3 July 2023 and up to 18 September 2023 (14 days after registration)	On or after 18 September 2023 and before 23 October 2023 (Week 6 Autumn term)	On or after 23 October 2023 and before 11 December 2023 (Week 13 Autumn term)	On or after 11 December 2023

#### 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)	Full-time	3 Years	September 2023	£1,000	After 5 June 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
FdA (Stage Management, SAPM, Technical Production) *	Full-time	2 Years	September 2023	£500	After 3 July 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024

\* Please note, the BA (Hons) Top-Up qualifications in Stage Management, SAPM and Technical Production follow the same liability timeline as the FdA courses.

**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	September 2023	£1,000	After 31 May 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
Postgraduate (Creative Producing / Theatre Directing)	Full-time	1 Year	September 2023	£1,000	After 31 May 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
Postgraduate (Musical Direction)	Full-time	1 Year	September 2023	£1,000	After 31 May 2023 and up to 18 September 2023 (14 days after registration)	On or after 18 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
Postgraduate (Intimacy Practice)	Full-time	2 Years	September 2023	£1,000	After 31 May 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
Postgraduate (Theatre for Community and Education)	Part-time	2 Years	September 2023	£500	After 31 May 2023 and up to 27 September 2023 (14 days after registration)	On or after 27 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024
Postgraduate Diploma (Stage and Production Management)	Full-time	1 Year	September 2023	£500	After 3 July 2023 and up to 25 September 2023 (14 days after registration)	On or after 25 September 2023 and before 8 January 2024 (Week 1 Spring term)	On or after 8 January 2024 and before 2 April 2024 (Week 13 Spring term)	On or after 2 April 2024