



Tuition Fees, Refunds & Compensation Policy

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External reference points	UK higher education providers – advice on consumer protection law (May 2024). Consumer Rights Act 2015 Part 2 Covering unfair terms. Consumer Protection from Unfair Trading Regulations 2008 (CPRs) Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCRs)

Version Control			
Previous Version	New Version	Date	Update/Notes
V03	V04	26/08/25	Added external links to HE providers and CMA. Added version control table.
V04 (26/08/25)	V05	07/09/25	Added the potential of additional fees for retakes in line with the Assessment Policy.

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1. Purpose

This Policy sets out to provide you (the applicant or student) with impartial information about tuition fees, refunds, and compensation in relation to courses at Trent Education Centre's ('TEC', the 'College').

2. Who this is for

This policy informs you (the 'applicant' or 'student') about course fees, refunds, and compensation in relation to any of the College's courses. The College's Senior Management Team decides upon the College's fees for its courses. They are reviewed annually and may be increased but no student who has already enrolled will be asked to pay more than was originally agreed to complete their course. All students have the right to seek a refund and compensation if they believe their circumstances are valid. This policy sets out the conditions required for students to be entitled to a refund or compensation.

3. Tuition Fees

After you enrol on a course at TEC, you will be liable for tuition fees. You or your sponsor will be expected to pay the fees when you start attending classes unless you have applied for a student loan. If you or your sponsor fails to pay the required tuition fees by the time you start attending classes, the College may withdraw you from the course.

If you are expecting the Student Loan Company to pay your tuition fees but the fees for any reason are not paid, you will be held personally responsible for tuition fee payment, and the College or any organisation that TEC may be in partnership with may send an invoice directly to you for payment.

4. Cooling Off Period

Once you receive your Acceptance Form and your course begins, you are permitted a 14-day cooling off period in which you may change your mind and decide not to continue. You will be given a full refund for any fees you or your sponsor has paid. You will be required to complete a Cancellation of Place Form and you will receive the refund within 20 days. The College will refund any payments you have made within 20 days.

5. Withdrawal

If you wish to withdraw or take a leave of absence from the course before it ends, you must notify the College by email or letter of your intention to withdraw. Otherwise, you will remain a student and will continue to be liable for the full fees of the course. The College will respond to any such request within two days. You must receive written or emailed confirmation from the College that your request to withdraw or take a leave of absence has been approved before it is confirmed. This date of confirmation will be used to calculate and refunds for tuition fees you may be due.

6. Students with Student Loan Funding

You will need to pay the loan amount you have received for tuition fees back to the Student Loans Company if you change their mind and decide to withdraw from the course before it ends. In such cases you will be liable to pay back the amount received for tuition up to the first day of the term or semester. If you are in receipt of a student loan for tuition fees, you are strongly advised to read the terms and conditions of the student funding arrangements.

The College has no participation in the decisions or processes for awarding you a student loan. Payments the College or its partners receives on your behalf are determined by your student loan agreement with the Student Loans Company.

If for any reason you lose your entitlement to the student loan either during or after you have left your course, you will be personally responsible for paying any remaining tuition fees owed to the College or any partner organisation.

7. Student Loan Company Tuition Fees & Maintenance Loans Eligibility

We have provided eligibility criteria below for students who wish to apply for a student loan from the Student Loans Company (SLC) to cover their Tuition Fees and Maintenance or living costs whilst studying. You may be eligible for a loan for full-time or part-time courses if you are from the UK, EU, or a migrant worker. You may be required to give your household income.

Only students who doing their first higher education qualification will be able to get student finance, even if you previously funded a higher education course yourself (self-funded).

If successful, the Tuition Fee will be paid directly to TEC or any partner organisation we be collaborating with to deliver your course. Any maintenance loan is paid directly into your bank account at the start of each term.

You should be aware that you will be required to pay back your loan for Tuition Fees and Maintenance when your course ends and you are earning over a certain amount.

You can find the current eligibility criteria for student loan finding here

<https://www.gov.uk/student-finance/who-qualifies>

See the link here for information about when you are required to repay your loan

<https://www.gov.uk/repaying-your-student-loan/when-you-start-repaying>.

8. Information for students who wish to pay their fees in instalments

Self-funded or sponsored students may be permitted to pay their fees in instalments rather than lump at the start of their studies. If you wish to pay by instalments, you should inform the admissions staff when you enrol. If approved for an instalment plan, the Finance Manager will send you an instalment plan together with your Confirmation of Acceptance Letter.

9. Tuition fees paid by a sponsor

If you are expecting a sponsor who is not SLC (e.g., an employer) to contribute towards some or all your tuition fees, you must provide the Finance Manager with a signed and dated letter on official letterhead when you enrol. The letter must include your full name, the name of the course you are enrolling on, the year(s) of study that the sponsor agrees to pay towards, the amount the sponsor agrees to pay and the name and address to send the invoice to. Payment must be made within 30 days of receiving the invoice. The student will be held responsible for tuition fees if the sponsor fails to pay.

10. Refunds

You must write to the Managing Director if you wish to request a refund for Tuition Fees. Any claim for a refund will only be considered if the following applies:

- You decide to cancel your enrolment during the 14-day 'Cooling Off' period
- You have overpaid
- You withdraw from the course
- You are withdrawn from the course by the College
- TEC is not able to deliver the course you have paid for

11. Refunds in the case of withdrawals

You may be entitled to a Tuition Fee Refund if you withdraw from your course or are withdrawn by the College, also known as termination. The amount of refund you may be entitled to will depend upon the date of your termination. The table below provides the details of what percentage of fees must be paid for students in receipt of Student Loan Company funding (SLC) and those who are self-funded or funded by a sponsor. You may, for example, be able to receive 75% of the fees you paid if you withdraw after 15 days, but only 50% if you withdraw after the start of term two.

Date Withdrawn	Day 0-14	Day 15	After the start of term 2	After the start of term 3
SLC funded %	0	25%	50%	100%
Self-funded or sponsored %	0	25%	50%	100%

Table showing tuition fee required

You will not be paid a refund in cash and refunds can only be paid back to whoever paid the fee. If the Tuition Fee was paid by the Student Loan Company (SLC), the College will send the refund to the SLC. If you paid the fee from your bank account, the refund will be paid back into your account. If the fee was paid from your sponsor's account, the refund will be paid back to your sponsor's account.

If you are withdrawn because of a breach of College policies such as the Student Discipline Policy, Code of Conduct or Academic Malpractice Policy, you may not receive a refund. If you have been withdrawn because you have not attended classes, engaged with the course, or submitted work, you may also be denied a refund.

12. Compensation

If you feel that you are entitled to compensation, you may apply for this using the College Complaints Policy. Your request for compensation together with the reason for making it will be considered by the Senior Management Team and you will receive a response within 10 days.

We will consider compensation claims for the following:

- If you have incurred additional travel costs due to a change in the location of your course
- If you have been promised a scholarship or bursary and this commitment has not been honoured
- If it is not possible to preserve continuation of study, you may claim for your maintenance costs
- If you are required to change to another course provider, you can claim your tuition and maintenance costs

When deciding on whether to pay compensation, the College will consider any mitigation the College has already put in place, and the extent to which the student's contract is unfulfilled. All decisions will be taken on a case-by-case basis and resolved at the earliest possible stage

13. Sanctions

You should be aware that there may be sanctions or penalties if you do not pay your tuition fees on time. Sanctions might include restricting your access to College Study Centres, Suspension of studies, termination of studies, reporting you to credit agencies and if relevant, to Student Finance England, withholding your certificate.

The College will take every reasonable step to obtain outstanding fees from students at the end of their studies, contacting the student by email, telephone or in person to secure settlement. The student's welfare will be paramount as the College seeks restitution for non-payment of fees. Where possible the College will agree a payment plan with the student.

TEC may arrange for the recovery of fees through legal representatives. If TEC incurs any legal costs, they will be added to the fees. At all times we aim to maintain good communications with students whether they owe fees to the College or not.

14. Additional Tuition Fees for Retakes

Students should be aware that if they fail to pass a required component of their course after a resubmissions attempt, they may be required to retake it in order to continue or complete their course and attain the full qualification. This may result in additional tuition costs. It is advisable for students to pass on their initial or resubmission attempt to avoid these additional costs. See the Assessment Policy for more information.