



## Tuition Fees, Refunds & Compensation Policy (Higher Education)

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

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.
V05 (07/09/25)	V06	14/04/26	Added a sentence on the policies of potential partner organisations taking precedence. New section added to clarify TEC's status in relation to the Office for Students and access for students to SLC funding. Clarity has been provided over fee increases in line with inflation at the start of multi-year courses Information on eligibility for Student Loans has been updated More clarity on withdrawals and refunds including a new refund structure based upon when a student withdraws Added a point about UCAS applications Section how repayments are made has been removed. The section on how compensation is decided has been expanded and a section on group claims added The section on sanctions has been replaced with a more detailed section on Debt Recovery The point that resubmissions are free has been added A Cancellation Form has been added as an Appendix

## Contents

1. Purpose.....	3
2. Who this is for .....	3
3. Student Loans and Office for Students.....	3
4. Tuition Fees.....	3
5. Fee increases .....	4
6. Cooling Off Period .....	4
7. Withdrawal .....	5
8. Students with Student Loan Funding .....	5
9. Student Loan Company Tuition Fees & Maintenance Loans Eligibility .....	6
10. Information for students who wish to pay their fees in instalments.....	6
11. Tuition fees paid by a sponsor .....	7
12. Refunds.....	7
13. Compensation.....	9
14. Recovering Debt.....	11
15. Additional Tuition Fees for Retakes .....	11
16. Appendix A: Cancellation Form .....	12

## **1. Purpose**

This Policy provides you (the applicant or student) with impartial information about tuition fees, refunds, and compensation in relation to higher education courses at Trent Education Centre (TEC).

## **2. Who this is for**

This policy informs you (the 'applicant' or 'student') about course fees, refunds, and compensation in relation to any of TEC's courses. TEC's Senior Management Team decides upon the fees for its courses. They are reviewed annually and will not be changed for any student during their enrolled year of study. The fees may be increased in line with inflation at the start of the next year of study, but only if an increase is reasonable and fair. 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.

TEC may offer courses in partnership with another organisation in future. If we do, you will be advised on whether to refer to the partner's policy on tuition fees, refunds and compensation or to ours.

## **3. Student Loans and Office for Students**

Currently, students at TEC are not able to obtain a student loan from the Student Loan Company (SLC). TEC has applied for registration with the Office for Students.

When registration is approved by the Office Students (OfS), eligible students will be able to get a loan from the Student Loan Company to pay for their tuition fees. This policy is for all students. It includes those who are self-funded, those who are sponsored and those who may receive a student loan if TEC is registered with the OfS in future.

## **4. 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, TEC 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 TEC or any organisation that TEC may be in partnership with may send an invoice directly to you for payment.

## **5. Fee increases**

TEC reviews tuition fees every year. You will be told the fees each year before you start and you will not be asked to pay more fees during the year.

If your course lasts for more than one year, your tuition fees may increase for the next year of your course. Any increase will not be more than the rate of inflation. It will be fair, reasonable, and linked to the real costs of running and supporting your course. Fee increases may be needed because of changes in law or regulation, higher staffing or running costs, or to improve the quality of teaching, facilities, or student services.

TEC will tell you about any fee increase at least three months before the new fees start. If you do not want to continue your course because of the increase, you may end your contract with TEC. You must tell us by email at [admissions@trenteducation.co.uk](mailto:admissions@trenteducation.co.uk) at least two weeks before your next year of study begins.

If TEC delivers courses that are designated by the Office for Students for student-finance purposes, fee increases for those courses will not be higher than the limit set by the UK Government.

## **6. Cooling Off Period**

Once you completed and signed the Acceptance Form, Enrolment Form and Learning Agreement, you are permitted a 14-day cooling off period. During this time, you may change your mind and decide not to continue. You will be given a full 100% 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.

Students who have used UCAS to apply for a course only need to decline the offer they received in their UCAS track account. See the details for this here: [www.ucas.com/ucas/undergraduate/apply-and-track/track-your-application/making-changes](http://www.ucas.com/ucas/undergraduate/apply-and-track/track-your-application/making-changes).

## 7. Withdrawal

If you wish to withdraw or take a leave of absence (defer) from the course before it ends, you must notify TEC by email to [admissions@trenteducation.co.uk](mailto:admissions@trenteducation.co.uk). Otherwise, you will remain a student and will continue to be liable for the full fees of the course. TEC will respond to any request within two working days. You must receive written or emailed confirmation from TEC 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 any refunds for tuition fees you may be due. Your withdrawal date is the date TEC confirms your withdrawal in writing.

## 8. Students with Student Loan Funding

**You may be eligible for a student loan in future if TEC is registered with the Office Students or if TEC is in partnership with another institution that is registered with the Office for Students. The following information is only for a future time when TEC students can get student loans.**

If you have a student loan to pay your tuition fees, you should read the terms and conditions of the student funding arrangements. If you withdraw from your course, the Student Loans Company will stop any future tuition fee payments. Any tuition fees that have already been paid for you will remain part of your student loan balance. You will not be charged for teaching you have not received.

TEC cannot participate in the decisions or processes for awarding you a student loan. Payments we receive or any partner receives on your behalf are determined by your student loan agreement with the Student Loans Company.

If the Student Loans Company does not pay your tuition fees, or stops paying them, you will be responsible for paying any outstanding tuition fees yourself. This may happen if you are not eligible for funding, do not provide the evidence required, do not reapply for funding each year, or withdraw from your course. The Student Loans Company decides how much of your tuition fee will be paid.

## **9. 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 able to get a student loan if you are a UK student, an EU student with settled or pre-settled status, or an EU/EEA/Swiss national working in the UK as a migrant worker. You may need to give information about your household income so Student Finance England can check how much maintenance loan you can receive.

You can usually get student finance only for your first higher education qualification. However, you may still get funding if you change course, restart because of personal reasons, or move from an HND or foundation degree to a top-up degree. Some courses can also be funded even if you already have a degree.

If successful, the Tuition Fee will be paid directly to TEC or any relevant partner. 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 funding 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>.

## **10. 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 paying a 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.

## 11. 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 the following:

- Your full name
- The name of the course you are enrolling on
- The year(s) of study that the sponsor agrees to pay
- 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.

## 12. Refunds

If you wish to withdraw from the course you have enrolled on, you may be eligible for a refund. You must complete our termination procedures. You may request these by email from [admissions@trenteducation.co.uk](mailto:admissions@trenteducation.co.uk).

### 12.1. Withdrawal within the 14-day cooling off period

You will get a full refund if you wish to cancel within the 14-day cooling off period. The 14 days cooling off period starts when you sign the Acceptance Form, Enrolment Form and Learning Agreement.

If you are self-funded and withdraw within the 14-day cooling off period, TEC will refund all payments you have made within 20 days. You must provide written confirmation if you wish to receive a refund. You may do this by using the **Cancellation Form** in the appendix or sending us an email [admissions@trenteducation.co.uk](mailto:admissions@trenteducation.co.uk) giving your name, the course you have enrolled on, date it starts or started and stating that you wish to cancel your enrolment.

## 12.2. Withdrawal after the 14-day cooling off period

If you withdraw from your course after the 14-day cooling-off period, you may still receive a partial refund of the fees you have paid. The amount you may receive will depend upon how long you have remained on the course. The refund percentages in the table below are based upon withdrawals at different times during a 30-week course.

**Table showing maximum refunds according to withdrawal times**

Withdrawal time	Refund
At 28 weeks or more after the cooling-off period	0%
From 18 weeks to 27 weeks after the cooling-off period	Refund is calculated on a case-by-case basis, up to a maximum of 25%
From 8 weeks to 17 weeks after the cooling-off period	Refund is calculated on a case-by-case basis, up to a maximum of 50%
From more than 0 and up to 7 weeks after the cooling-off period	Refund is calculated on a case-by-case basis, up to a maximum of 75%
During the cooling-off period (14 days)	Refund is 100%

This table shows the following:

- If you withdraw within the first 7 weeks (after the two-week cooling off period has ended), you may receive up to 75% refund.
- If you withdraw after the first 8 weeks up to 17 weeks, you may receive up to 50% refund.
- If you withdraw after the first 18 weeks up to 27 weeks, you may receive up to 25% refund.
- If you withdraw after 28 weeks or more after the cooling off period, you will receive no refund.

In all cases, TEC will decide how much refund you can have, up to the maximum amount, based on the individual circumstances. If you are funded by the Student Loans Company, your tuition fee liability will follow SLC rules. Refer to the TEC Terms and Conditions (Higher Education) for further details.

## 12.3. Deferrals

If you decide that you want to delay your studies after you have enrolled, you may ask to defer your place for up to one academic year. You must make this request in writing by email or letter to [admissions@trenteducation.co.uk](mailto:admissions@trenteducation.co.uk). TEC must approve your request before your deferral is confirmed.

If your deferral is approved, you may be entitled to a refund depending on when you make your request. Refunds for deferrals follow the same rules as refunds for withdrawals. Please  
Trent Education Centre – Tuition Fees, Refunds and Compensation Policy – V6 April 2026 8

see the refund table above for details.

If you are funded by the Student Loan Company, your tuition fee for the year will be calculated according to Student Loan Company rules.

#### **12.4. Attendance and Engagement**

In accordance with the TEC Attendance and Engagement Policy on the TEC website, you may be withdrawn from your course if you have low attendance and engagement on the course. This includes not submitting your assessments for marking within the scheduled hand in dates. Before you are withdrawn, we will send you warnings if you miss classes and do not engage. If you are withdrawn due to poor attendance or engagement, you may not be eligible for a refund.

#### **12.5. Misconduct**

If you are dismissed for misconduct, you may not be eligible for a refund. You should read the Academic Misconduct and Student Disciplinary Policies on the TEC website for more information about misconduct.

### **13. Compensation**

If you feel that you are entitled to compensation, you may apply for this using TEC's Complaints Policy, which you can find on the TEC website. Your request for compensation, together with any evidence you provide, 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 delivery location of your course
- If you have been promised a scholarship or bursary and this commitment has not been honoured
- If you are required to change to another course provider and you incur additional reasonable costs as a direct result of the transfer (for example, extra travel or accommodation costs)

When deciding on whether to pay compensation, TEC will consider any mitigation the College has already put in place, and the extent to which the student's contract is unfulfilled. Below are examples of what we will consider:

- If TEC did not deliver something we clearly promised
- If important information we gave you at the start of the course was not followed
- If there was long disruption to your learning and we did not take enough action to solve it
- If TEC followed its own policies and procedures
- If TEC made changes in a fair and reasonable way
- If TEC took all reasonable steps to reduce disruption to your studies
- If you were still able to meet the learning outcomes for your course
- If your final results, qualification, or job plans were affected
- If you took steps to reduce your own losses
- If you used any support or adjustments, we offered
- If TEC communicated clearly with you during any disruption
- If you owe any fees to TEC, and whether this affects the final decision

All decisions will be taken on a case-by-case basis and resolved at the earliest possible stage. We may ask you to give us documents or evidence to help us understand your situation.

### **13.1. Group Claims**

Sometimes a problem may affect many students at the same time. If this happens, TEC may use a group process to look at all the claims together. This helps us deal with the issue quickly and fairly. In group claims we will explain everything to you clearly. We may apply the same decision to everyone in the group. You will still be able to use the Complaints process by going to our Complaint Policy on the TEC website and make an individual claim if you wish.

## **14. Recovering Debt**

TEC will take every reasonable step to obtain outstanding fees from students at the end of their studies. If you do not pay your tuition fees on time, TEC will follow a clear set of steps to help you settle your account. These steps may include:

- Contacting you by email or phone to remind you about the payment
- Meeting with you in person or online to discuss the problem
- Offering a payment plan if this is appropriate
- Sending written notices if your fees remain unpaid
- Referring you to our Student Wellbeing counsellor.
- Agreeing a payment plan with the student where possible
- We will work with you to find a solution before taking further action.

If students still do not pay their fees, TEC may do some or all of the following:

- Restricting access to classes, assessments, or facilities if the debt continues
- Termination of studies
- Withholding your certificate
- Referring the debt to a collection agency if needed
- Taking legal action to recover unpaid fees, including court proceedings
- Adding reasonable costs linked to debt recovery
- Reporting the student to credit agencies and if relevant, to Student Finance England

## **15. Additional Tuition Fees for Retakes**

Students who do not pass part of an assessment can resubmit their work. You will not have to pay extra fees for resubmissions. If you do not pass after a resubmission, you may need to retake the module or unit for that assessment again. This may be necessary for you to continue or finish your course and receive the full qualification. Retaking a component may lead to extra tuition fees. It is better for students to pass on their first attempt, or their resubmission attempt to avoid these extra costs. For more details, please read the Assessment Policy on the TEC website.

## 16. Appendix A: Cancellation Form

Cancellation Form	
Provider name:	Trent Education Centre
Student name:	
Student address:	
Course title:	
Course start date:	
<b>I wish to cancel my enrolment on this course.</b> (You do not need to give a reason.)	
Student signature:	
Date:	
Please return this form to:	
Email:	<a href="mailto:admissions@trenteducation.co.uk">admissions@trenteducation.co.uk</a>
Or you may post it to:	Digital House 2.3, Clarendon Park, Nottingham, NG5 1AH