William College

Tuition Fee, Refund and Compensation Policy

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1. Introduction

This Policy applies to all students registered on higher education programmes delivered by William College and leading to awards from its partner universities. It applies to students studying in person, blended, or online, and to both full-time and part-time students.

It should be read alongside William College's and the partner university's Terms and Conditions, as well as published student finance policies and procedures, to ensure a consistent and transparent understanding of fee obligations, refunds, and compensation.

Where there is a conflict between William College's Terms and Conditions and those of a partner university, the partner university's Terms and Conditions shall take precedence.

2. Purpose

The purpose of this Policy is to clearly set out how:

- Tuition fees are set, published, paid, and, where necessary, refunded.
- Compensation for recognised loss is determined.
- The respective responsibilities of students, William College, and partner universities are defined in administering this Policy.

Fees for programmes leading to an award are set by the partner university within OfS statutory fee limits. These are published at programme level by both the partner university and William College. William College adopts these fee levels for delivery and provides consistent information and support to students.

3. Scope

This Policy applies to all students registered on higher education programmes delivered by William College leading to awards from partner universities, including:

- Students studying in person, blended, or online.
- Full-time and part-time students.

4. Definitions

Term	Definition
Tuition Fees	Charges for teaching, academic support, assessment, and access to learning resources, including digital learning environments and library services.
Home Student	A student eligible for the home fee rate under the Education (Student Support) Regulations 2011 and relevant guidance.

International Student	A student not eligible for home fee status.
Liability Point	The date at which a student becomes liable for a proportion of tuition fees under the partner university's rules.
Refund	Repayment of sums paid by, or on behalf of, a student, or a reduction in fees owed.
Compensation	Recognition of a demonstrable loss suffered by a student, provided as financial payment, discount, or other benefit.

5. Regulatory Framework

Tuition fees for undergraduate study in England are governed by statutory fee limits. For the 2025/26 academic year, the Department for Education confirmed an inflationary uplift to maximum fee caps.

Fees for specific courses are updated annually and published in the course prospectus and on relevant websites. Fees for courses including a foundation year are subject to lower caps.

Tuition fees are regulated by the Office for Students (OfS). Additionally, the Competition and Markets Authority (CMA) provides guidance on consumer protection and value for money for students.

6. Responsibilities

Department/ Individual	Responsibilities
Students	- Responsible for payment of tuition fees, even where funded by a third party. - Must ensure funding arrangements are in place. - Must notify the College of changes in circumstances.
Student Finance Team	- Administers this Policy. - Provides guidance and support. - Coordinates with partner universities.
Partner Universities	- Set tuition fees and refund frameworks. - Administer financial processes. - Retain authority over key decisions on fees and compensation.

7. Fee Liability

Students are personally liable for their tuition fees, even where a third party (such as the Student Loans Company, employer, or sponsor) is expected to pay.

If a third party fails to pay, the student remains responsible for any outstanding amount.

8. How to Pay Fees

Students with an approved Tuition Fee Loan will have fees paid directly to the partner university by the Student Loans Company.

Eligible students must apply each academic year. If funding confirmation is delayed, the student may be treated as self-funding until approval is received.

Self-funded students may pay in full or use an instalment plan approved by the partner university.

Where a sponsor is invoiced, an acceptable sponsor letter is required. Students remain liable if the sponsor fails to pay.

8.1 Student Loans and Living Expenses

Eligible students may apply for tuition fee and maintenance loans through the Student Loans Company. Further guidance is available via official Student Finance resources.

9. Non-Payment and Debt Management

Where fees are not paid in accordance with agreed timelines, the partner university and/or William College may apply measures set out in the partner university's Tuition Fee and Debt Management Policy Failure to pay fees may result in actions including:

- Refusal to register or re-register.
- Restricted access to facilities.
- Withholding of results or awards.
- Interruption or termination of registration.

Students who anticipate difficulty are strongly advised to contact the Student Finance Team at the earliest opportunity so that appropriate support and arrangements can be considered. The team can be contacted via email on: studentfinance@williamcollege.ac.uk.

These measures will normally be applied only where reasonable engagement and support arrangements have been attempted and have not been successful.

10. Changes of Circumstances (Transfers, Deferrals, Repeat Years, Withdrawals)

Students considering a change of circumstances should refer to the Student Transfer Policy and Procedure for guidance on the process and implications. For deferrals and repeat years, students should also contact Student Finance Team in the first instance. Formal withdrawal triggers fee apportionment in line with Section 11 and Appendix C.

11. Apportionment and Refunds

The tuition fee and refund policies of the partner university govern refund entitlements. Students are entitled to the statutory 14-day 'cooling-off period' under contract law from the point of accepting an offer; if an offer is cancelled within that period, any deposits or fees already paid are normally refunded in full.

Students are normally liable to pay tuition fees if they withdraw from their course after the completion of the 14-day cooling-off period. In special cases, such as withdrawal on compassionate grounds, refunds will be calculated fairly and proportionately, with reference to the point of withdrawal and the teaching already received, in line with the published liability schedule of the partner university.

Where a student has paid more than the proportion of tuition fees for which they are liable at the point of withdrawal, a refund will be calculated on a pro-rata basis. Refunds are normally returned to the original payer using the original payment method; where fees were paid through a Student Loans Company (SLC) tuition fee loan, refunds are made to the SLC.

Unless otherwise authorised in advance, all refunds are made to the source of payment, using the original payment method, in accordance with the College's Financial Regulations and the partner university's rules.

12. Compensation

William College and its partner universities are committed to supporting students fairly and ensuring the continuity and completion of their studies. However, in the event that continuity of study cannot be preserved, students may be able to raise a claim for compensation. Compensation is intended, so far as possible, to ensure that students are not financially disadvantaged as a result of any material changes and are placed in an equivalent position to that which they would have been in had their programme continued.

This may arise in circumstances where there is a material change to the programme, such as:

- A programme of study has been suspended or closed after an offer has been issued and accepted.
- Continuation of study cannot be preserved before the student completes their programme.

In the event that continuity of study cannot be preserved, refunds may be provided in line with Section 11 and the policies of the partner university. Further information on specific partner university policies can be found in Appendix E.

Where continuity of study cannot be preserved, additional compensation would normally be considered as part of a formal complaint submitted under the Student Complaints Policy and Procedures. This process may be initiated by the College or the partner university.

Where compensation is requested, any payment will be governed by the relevant partner university's policy guidelines, informed by institutional input and, where appropriate, relevant legal advice, in consultation with the partner university.

13. Additional Charges

Additional charges, such as fines or costs associated with specific services or activities, are published separately and are payable in accordance with the terms specified by the issuing body. These charges do not form part of the tuition fee unless expressly stated in programme information.

Essential study materials are included in the tuition fees and provided to students. However, there may be additional optional costs for non-essential items that fall outside the standard delivery of the relevant course.

14. Complaints

Questions about the interpretation or application of this Policy should be addressed to the College Student Finance Team in the first instance. If a matter cannot be resolved informally, students may use the William College Student Complaints Policy and Procedures.

Where a dispute relates to fees administered by the partner university, the partner university's Student Complaints Procedure may also be used, with appropriate referrals between the College and the partner university to avoid duplication.

If the complaint cannot be resolved through the College or the partner university's complaints processes, students may exercise their right to request an independent review by the Office of the Independent Adjudicator for Higher Education (OIA).

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15. Policy Review

This policy will be reviewed by the Audit, Finance and Risk Committee annually or earlier in response to changes in partner university policies or the regulatory framework. Any amendments require the approval of the Board of Governors.

16. Related Policies and Documents

- William College's Terms and Conditions
- Student Transfer Policy and Procedures
- Financial Regulations
- Student Complaints Policy and Procedure
- Partner Universities' Tuition Fee and Debt Management Policy, Tuition Fee Refund and Compensation Policy, How to Pay guidance, Undergraduate and Foundation Fees pages and Student Finance Handbook.

17. Appendix A – Student Loan Payment Plans (Summary)

The arrangements for the repayment of UK student loans are set by the UK Government and administered by the Student Loans Company.

From 1st August 2023, the majority of new England-domiciled undergraduate students are placed on Plan 5. Under this plan, interest is applied at the Retail Prices Index (RPI), with no additional uplift, and repayments commence from the April after a student leaves their course, once their income exceeds the Plan 5 repayment threshold.

Students who commenced undergraduate study between 1st September 2012 and 31st July 2023 are generally placed on Plan 2. Under Plan 2, interest varies between RPI and RPI plus three percentage points, depending on income level and stage of study or repayment.

Repayment thresholds and interest rates are confirmed annually by the Department for Education and the Student Loans Company. Students are advised to consult the latest official announcements for the applicable figures and to contact the College or the partner university's finance team for further clarification.

18. Appendix B – Tuition Fees (Home Students)

To the extent of any inconsistency between this policy (or that of the lead provider) and the 14-day cancellation or 'cooling-off' period granted to students under the Consumer Contracts Regulations, the Regulations shall prevail.

Bath Spa University

Definitive fee information is published by Bath Spa University and by William College website on the respective course page.

Birkbeck, University of London

Definitive fee information is published by Birkbeck University and by William College website on the respective course page.

19. Appendix C – Liability and Refund Matrix

Bath Spa University

The following table summarises the partner university's approach to liability and refunds; detailed provisions are contained in the Tuition Fee Refund and Compensation Policy.

Timing (from start of academic year)	Tuition fee liability	Refund (if paid)
On or before last day of first teaching week (first year)	0%	100%
After first teaching week – within Term 1	Pro-rata (termly)	Up to 75% of annual fee (max)
Within Term 2	Pro-rata (termly)	Up to 75% of annual fee (max)
Within Term 3 (final term)	100%	0%

Birkbeck, University of London

The following table summarises the partner university's approach to liability and refunds; detailed provisions are contained in their Student Fees Policy.

Timing (from start of academic year)	Tuition fee liability	Refund (if paid)
On or before day 14 of Term 1	0%	100%
From day 15 of Term 1	25%	Up to 75% of annual fee (max)
From day 15 of Term 2	50%	Up to 50% of annual fee (max)
After day 15 of and within Term 3 (final term)	100%	0%

20. Appendix D – Debt Management Policy

For students requiring to self-fund their tuition fee, their respective universities will allow for structured payment plans to help students manage their Tuition Fee payments.

Bath Spa University

For students whose course is awarded by Bath Spa University, their Tuition Fee payments will be allowed in line with the partner university's Tuition Fee and Debt Management Policy.

Birkbeck, University of London

For students whose course is awarded by Birkbeck, University of London, their Tuition Fee payments will be allowed in line with the partner university's Student Fees Policy.

21. Appendix E – Compensation Policy

William College will ensure students are treated fairly in circumstances where the Continuity of Study is not or cannot be preserved.

The treatment of students with regards to compensation will always be in line with CMA consumer protection law guidance for higher education providers. William College will support the students in the process of making a claim for compensation as a result of any material changes or inability to ensure continuation of studies.

Where this is the case, students are able to request compensation in line with the partner university's policy below:

Bath Spa University

For students whose course is awarded by Bath Spa University and their course has been suspended or closed and continuity of study cannot be preserved, the compensation will be decided and awarded in line with the partner university's policy Tuition Fee Refund and Compensation Policy.

Birkbeck, University of London

For students that are studying courses awarded by Birkbeck, University of London, and their cases where continuation of study is not possible and the partner university is unable to identify a suitable alternative provider then the affected students would be compensated through provision of a refund of the relevant fees.