# REFUND & COMPENSATION POLICY

## 1. Purpose

This policy sets out PPA's arrangements for refunds and compensation in circumstances where continuation of study cannot be preserved. It supports the Student Protection Plan and ensures compliance with the Office for Students (OfS) Condition C5.

It should be read alongside:

- DMU Student Contract
- DMU Tuition Fee Charging and Refund Policy
- PPA Terms & Conditions
- PPA Complaints Procedure

## 2. Scope

This policy applies to:

- All higher education students taught by PPA
- all tuition fees and additional course fees
- circumstances where continuation of study is not possible
- circumstances where PPA is required to consider compensation

This policy does **not** replace the contractual terms set out in the T&Cs.

## 3. Principles

PPA operates on the following principles:

- **Fairness:** decisions are made consistently and transparently.
- **Proportionality:** compensation is considered on a case-by-case basis.
- **Contractual clarity:** refunds follow the Terms & Conditions.
- **Continuation first:** PPA prioritises teaching-out or transfer options.
- **Student protection:** arrangements align with the Student Protection Plan.

## 4. Refunds

### 4.1 Refunds for all students

All higher education students taught by PPA are enrolled with De Montfort University (DMU). Refunds, cancellations, and tuition fee liability are therefore determined by:

- DMU Student Contract
- DMU Tuition Fee Charging and Refund Policy
- statutory liability points applied by the Student Loans Company (SLC)

PPA applies DMU's statutory cancellation rights and liability points in full.

PPA applies DMU's statutory cancellation rights and liability points in full. PPA does not impose additional contractual notice fees or alternative liability arrangements.

### 4.2 Additional course fees

Additional course fees charged by PPA (e.g. specialist training costs) are refundable only in accordance with:

- DMU's statutory cancellation rights
- DMU's liability points
- This Refund and Compensation Policy where applicable

### 4.3 Refunds in exceptional circumstances

Refunds may be considered where:

- PPA is unable to preserve continuation of study, **and**
- no suitable teach-out or transfer option is available.

In such cases, PPA will:

- assess the proportion of tuition not delivered
- consider whether a partial refund is appropriate
- communicate decisions in writing

Refunds will **not** be provided where continuation of study is preserved through:

- teaching-out
- transfer to an alternative provider
- alternative delivery arrangements

## 5. Compensation

Compensation may be considered where:

- continuation of study cannot be preserved, **and**
- students incur demonstrable financial loss or disadvantage.

Compensation may include:

- **financial compensation** (e.g., partial fee reimbursement)
- **non-financial compensation** (e.g., additional tuition, support, or alternative provision)

Compensation will be assessed on a **case-by-case basis**, taking into account:

- the nature of the disruption
- the impact on the student
- the availability of alternative options
- the student's individual circumstances

Compensation will **not** be provided where:

- continuation of study is preserved
- disruption is minimal or short-term
- alternative arrangements mitigate the impact

This approach mirrors the DMU Student Protection Plan.

**6. Continuation of Study**

Where risks to continuation arise, PPA will follow DMU's Student Protection Plan, including:

- teaching-out existing cohorts
- offering transfer to an alternative provider
- providing exit awards where appropriate
- communicating changes promptly and clearly

Refunds or compensation are considered **only** if these measures cannot be delivered.

**7. How to Request Refunds or Compensation**

Students should submit requests in writing to:

**Chief Financial Officer,** PP Academy Limited Unit 1, Deacon Field, Guildford Industrial Estate, Guildford, Surrey, GU2 8YT Email: **accounts@ppacademy.co.uk**

Requests must include:

- student name and programme
- explanation of the issue
- evidence of financial loss (if applicable)

PPA will:

- acknowledge requests within 10 business working days
- review evidence
- consult relevant staff
- issue a written decision

Where students are dissatisfied, they may use the **Complaints Procedure**.

**8. Interaction with Student Funding**

Tuition fee liability for DMU-enrolled students is determined by:

- DMU Tuition Fees Policy
- statutory liability points applied by the Student Loans Company (SLC)

Withdrawal may create liability to repay the Student Loans Company.

PPA cannot override DMU's liability framework.

**9. Record Keeping**

PPA will retain:

- refund and compensation decisions
- correspondence
- evidence submitted
- internal review notes

Records are stored securely in line with PPA's Retention Schedule.

**10. Review**

This policy is reviewed annually by the SMT and updated following:

- changes to OfS regulation
- changes to DMU policies
- feedback from students or staff