

Open College of the Arts (OCA)

Refund Policy

1. The purpose of this policy

- 1.1 This policy sets out the conditions for receiving a refund, the process by which to claim a refund, and how this is actioned by OCA.

2. Who does this policy apply to?

- 2.1 This policy is applicable to all students at OCA on short courses, foundation courses, undergraduate degrees, and postgraduate degrees.

3. Linked and other relevant policies and legislation

- 3.1 This policy is subject to OCA's Terms and Conditions, and forms part of the OCA Student Regulations.
- 3.2 This policy is informed by and compliant with the Consumer Rights Act 2015, the Consumer Contracts Regulations 2014, and informed by the Competition and Markets Authority guidance.
- 3.3 This policy should be read in conjunction with OCA's Admissions Policy, and Academic Regulatory Framework.

4. General principles

- 4.1 The Open College of the Arts understands and acknowledges it will be necessary to consider each student's circumstances on a case-by-case basis, subject also to compliance with student conditions of enrolment and to the wider consumer law regime applied in England and Wales. As a consequence, it may be appropriate for OCA to adopt a different approach to refunds in particular matters.
- 4.2 Any refund will be returned in sterling to the account from which the payment was made using the original payment method where possible; students are responsible for any charges levied by their own bank. Verification of the original payment method details may be requested before any refund is made or alternative details sought if required.
- 4.3 OCA does not pay interest on any fees or other amounts returned to students, unless otherwise agreed in writing by the college.
- 4.4 Any refunds paid will be calculated based on the fee paid by the student at the time of enrolment, not the current fee if there has been a fee increase between the student enrolling and claiming a refund.
- 4.5 For refunds within the standard 14-day cancellation period, refunds will only be processed once a cancellation form has been received and printed materials including student card

have been returned to OCA and/or digital content has been relinquished. We recommend the use of a trackable service when returning materials as we will not take liability for materials that do not arrive (students are responsible for the cost of returns).

4.6 Discounts are non-refundable, all discounts applied will be revoked and deducted from any refunds made.

5. Refund of course fees

5.1 Students resident in the UK can claim a full refund for a course for a period of up to 14 days after entering into their contract (point at which enrolment is confirmed) with OCA. A cancellation form must be submitted and all printed materials, including student card must be returned to OCA Head Office, complete and in the condition in which they were received, within 14 days of their receipt and/or access to digital content must be relinquished. After the initial 14-day period printed materials are deemed to belong to the student.

5.2 Students resident outside the UK can claim a full refund for a course for a period of up to 14 days after entering into their contract (point at which enrolment is confirmed) with OCA. A cancellation form must be submitted and all printed materials, including student card must be returned to OCA Head Office, complete and in the condition in which they were received, within 14 days of their receipt and/or access to digital content must be relinquished. If it is not possible for materials to arrive within these timeframes proof of return within 14 days of their receipt should be provided along with an expected date of delivery. Students will be responsible for meeting any costs levied by customs offices between the materials leaving the student's country of residence and arriving in the UK. OCA accepts no liability for such costs. After the initial 14-day period printed course materials are deemed to belong to the student.

5.3 No refund is payable after the 14-day cancellation period has lapsed.

5.4 These conditions apply to students who pay by instalments as well as those that pay in full.

6. Refunds of other fees

6.1 Study visit fees are refundable in the event of OCA or the Student Association having to cancel an event.

6.2 Course unit transfer fees are refundable if cancelled within 14 days (see 5.1 and 5.2)

6.3 All other fees charged by the OCA are non-refundable.

7. Refunds in exceptional circumstances

7.1 Refunds outside of those stated in sections 5 and 6 of this policy will only be considered once all institutional support options have been exhausted; and will be done so on a case-by-case basis taking into account the individual student's circumstances. These requests are considered by OCA's Mitigating Circumstances Panel, with any amount to be refunded at the discretion of the Head of Finance.

7.2 In the event that the Student Protection Plan is triggered, OCA will refund any tuition fees or wasted mandatory course-related costs that have been paid in advance for future studies, and will meet any additional costs incurred to ensure continuity of study up to the point of the termination of contract with OCA. This will be determined on the basis of evidence of financial disadvantage and on a case by case basis at the discretion of the Head of Quality & Academic Support and in line with OCA's Student Regulations and bursary schemes (where applicable).

8. Support for the policy

8.1 Should you need any help with this policy whilst you are enrolling to an OCA course, you should contact our Finance team at accounts@oca.ac.uk where they will be able to answer any queries you have.

9. Control of the policy

9.1 This policy was authored by Danielle Derrick, Head of Finance in consultation with OCA Staff and given approval through OCA Oversight Management Group in February 2021.

10. Reviewing the policy

10.1 OCA will work closely with the Student Association to gather student feedback on the outline of the policy, its intentions, the administration of the policy, and a review of all these points in practice. These will then be fed into the next review point for the policy.

10.2 The next review date is June 2021. If you would like to raise any issues around this policy then you should contact accounts@oca.ac.uk, or if you are a student, you might also wish to raise these with the appropriate Student Association representative.