

Open College of the Arts (OCA)

Refund Policy

Document History

Version number	Status	Policy owner	Approved by	Date of approval
1	Approved	Head of Finance	Principal	07/06/2018
2	Approved	Head of Finance	Principal	13/01/2020
3	Approved	Head of Finance	Principal	25/02/2020
4	Approved	Head of Finance	OCA Oversight Management Group (OMG)	08/03/2021
5	Approved	Head of Finance	OCA Oversight Management Group (OMG)	18/11/2021

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; including refunds to Student Finance England, Student Finance Wales, Student Finance Northern Ireland, or to a third party who has provided payment via sponsorship or third-party credit or debit card. 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.
- 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 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 by submitting a completed cancellation form.
- 5.2 No refund is payable after the 14-day cancellation period has lapsed.
- 5.3 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)
- 6.3 All other fees charged by the OCA are non-refundable.

7. Refunds in exceptional circumstances

- 7.1 In exceptional circumstances an institutional decision may be made to reduce a student's fees. These decisions are made by OCA panels on a case-by-case basis for reasons such as, but not limited to all available student support options being exhausted. Any amounts paid by students or their funding provider above the agreed reduced fees will be refunded (see 4.2).
- 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.

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 This policy will be reviewed annually, the last review point was November 2021, and the next review is due in November 2022. 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.