

1 Introduction

This Refund and Compensation Policy is relevant in the following instances:

1. Where York St John University (YSJ) is unable to preserve continuation of study for students as a result of having terminated, or intending to terminate, a programme of study as the result of the crystallisation of a risk identified in the Student Protection Plan.
2. Where YSJ is unable to prevent material and significant disruption to study as the result of the crystallisation of a risk identified in the Student Protection Plan.

It should be read in conjunction with the Student Protection Plan.

Refunds and compensation granted as the outcome of a student complaint are not covered by this policy but by the Student Complaints Policy.

The University considers refunds and compensation to be a remedy of last resort and is committed to seeking to preserve continuation of study, including mitigating any disruption. Consideration of refunds and/or compensation will take place on a case-by-case basis.

2 Refunds and Compensation where programmes have been terminated, or will be terminated

This policy will only apply to:

- Individuals who have been offered or accepted a place on the specific programme of study but have not yet enrolled on that programme, in the 30 days prior to the specified start date of that programme; or
- Individuals who are registered as current students on the specific programme of study and have not completed that programme within the expected timeframe of enrolment.

The Policy will not apply to:

- Individuals who are registered as current students on the specific programme of study who would normally have been expected to complete their studies by the date of the termination of the programme.
- Individuals who have completed their programme of study.

When considering refunds and/or compensation, YSJ will take certain factors into account. These include, but are not limited to:

- the timing of any termination of a programme of study;
- the contract with students, and what part of that contract would not be fulfilled;
- credit that students have achieved and will take with them; and
- the impact of any mitigating factors that the University has taken, including:
 - offering impacted students advice and support to transfer to a different programme at the University, or seek to transfer to an equivalent or relevant programme of study at another higher education provider;
 - offering to pay such reasonable travel costs as to cover at least one visit per student to another higher education provider, where required;
 - putting in place a plan in respect of additional costs reasonably incurred by students as a result of any relocation relevant to the circumstances which have resulted in the University being unable to deliver the relevant programme/s of study and thereby unable to preserve the continuation of study;

- ensuring that any student who has been in receipt of a bursary or similar funding and who would have continued to receive that bursary or funding had the programme of study not been terminated receives the remainder of that bursary if they transfer to a different programme of study at the University; and
- ensuring that any student who has been in receipt of a bursary or similar funding and who would have continued to receive that bursary or funding had the programme of study not been terminated receives the remainder of that bursary for the current level of study if they transfer to an equivalent or relevant programme of study at an alternative higher education provider.

3 Refunds and Compensation in other circumstances where study is otherwise materially and significantly disrupted

This policy will only apply to individuals who are registered as current students on the specific programme of study and have not completed that programme within the expected timeframe of enrolment at the time of the disruption.

When considering refunds and/or compensation, YSJ will take certain factors into account. These include, but are not limited to:

- the extent of the disruption
- the timing of the disruption within the academic year.
- The mitigations attempted by the University, including
 - Rescheduled teaching
 - Adjusted assessment timings or approach
 - Additional academic support
 - Revised approaches to Boards.

4 Compensation Plan Panel

In the event of refunds and/or compensation being required under this Policy, the Academic Registrar will convene a Compensation Plan Panel, which will include the Director of Finance, the Pro Vice Chancellor: Education, the University Secretary and Registrar, a Head/Dean of School, and a President of the Students' Union. Other members may be co-opted onto the panel (for example the Head/Dean of School or Associate Head/Dean for the affected Programme). The Panel will consider the points outlined in section 2 above and propose a compensation plan, setting levels of compensation and outlining the reasons for each decision, to be agreed by the Executive Board.

5 Payments

To comply with various legislation including UK money laundering laws, repayment of tuition fees will be made by the method the original payment was made. For example, an amount paid by credit card will be refunded to the same credit card. This will apply whether the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees, or has their tuition fees paid by a sponsor.

6 Review

This policy will be reviewed annually by People Committee.

7 General

Queries about the application of the Policy should be addressed to the University Secretary and Registrar, via email at us@yorksj.ac.uk.

The University reserves the right to make reasonable changes to this Policy without consultation:

- as required by law, government policy, regulatory requirements or guidance or decision of a competent court or similar body;
- to comply with any requirements set by the Office for Students (OfS), Research England, or any other funding body;
- to implement legal advice or sector-specific good practice;
- to clarify the terms of the Policy and make them more favourable to the student;
- to make it consistent with any changes to the University's Student Protection Plan, Student Terms and Conditions, or regulations and policies.

Version Control Statement

Version:	1.5
Document title:	Refund and Compensation Policy, RCP01
Author role and department:	Academic Registrar, Registry
Approved date:	
Approved by:	
Equality analysis undertaken:	

Amendments since approval:

Version:	Detail of revision:	Date of revision:	Revision approved by:
1.0	Reformatted using new Brand guidelines.	08/03/2019	Approval not required.
1.1	Updated role titles and membership for the Compensation Plan Panel.	29/04/2019	People Committee.
1.2	Minor amendments to reflect changes in role titles.	15/12/2021	Academic Board, People Committee
1.3	Minor amendments to reflect changes in role titles.	14/12/2022	Academic Board, People Committee
1.4	Amended to ensure up to date with OfS guidance and aligns with other YSJ policies and regulations. Reordered to ensure the content is clear and accessible.	25/04/2025	Academic Board, People Committee