

Cancellation, Withdrawal, Refund and Compensation Policy

Introduction	2
Enrolling Students	2
Acceptance	2
Withdrawing or Cancelling Your Acceptance	2
Statutory Right	2
Withdrawal and Cancellation Beyond Your Statutory Rights	2
Withdrawal and Break in Studies	3
Refunds and Compensation.....	3
Refunds.....	3
Compensation.....	4
CAS Deposits	4
Version History	6

Introduction

1. This Policy outlines a student's rights and obligations when cancelling an accepted place to study at Northeastern University London (the University), withdrawing, or taking a Break in Study from their chosen programme. This Policy also covers circumstances where a student may be able to claim compensation and where a student has paid a Confirmation of Acceptance for Studies Deposit (CAS Deposit) in order to secure a visa.

Enrolling Students

Acceptance

2. Please note that by accepting a place to study at the University, a student has accepted the contractual obligation to pay their fees as outlined in the [Terms and Conditions](#) (of which this Cancellation, Withdrawal, Refund and Compensation Policy and the relevant Fees List form part).

Withdrawing or Cancelling Your Acceptance

Statutory Right

3. A student has the right to cancel their place within 14 days of acceptance under the Consumer Contract (Information Cancellation and Additional Payments) Regulations 2013.
4. The procedure for a student to inform the University of their statutory right to cancel their acceptance is outlined in the Cancelling Your Acceptance section of the [Terms and Conditions](#).
5. A student's statutory right to cancel their place overrides the cancellation dates outlined above. For example, if a student accepts via clearing on 2 September, they will have 14 days within which to cancel. After this statutory right to cancel has passed they , will become liable for the first semester's fees if they cancel on or before 31 December, and then become liable for the full fees if they cancel on or after 1 January the following year.

Withdrawal and Cancellation Beyond Your Statutory Rights

6. Outside a student's statutory right to cancel their place, the University recognises that a student may be unable to take up their place to study at the University due to unforeseen circumstances. In these instances, the University attempts to strike a balance between the need to cancel an

accepted place and ensuring the University is reasonably compensated for any loss suffered due to the cancellation. In all cases, students are required to inform the University of cancellation as soon as possible.

Withdrawal and Break in Studies

7. The University accepts that there may be instances where students have to withdraw from their programme of study or take a break in studies (for the latter, please see paragraph 10 below). As an initial point, the University will make all efforts to support students, including the possibility of deferring. In the first instance, please contact the [Academic Registrar](#).
8. In these instances, students must read the Change in Circumstances Guidance and then complete the necessary Change in Circumstances Form, both of which can be found [here](#).
9. The financial implications of withdrawal or cancellation beyond statutory rights are as follows:
 - 9.1. Cancellation taking place more than 14 days after acceptance but fewer than 14 days after the first day of the first semester:
 - 9.1.1. The University will waive any fees due.
 - 9.2. Withdrawal after acceptance but fewer than 14 days after the first day of the first semester:
 - 9.2.1. The University will waive any fees due.
 - 9.3. Withdrawal more than 14 days after the first day of the first semester and no later than the last day of that first semester:
 - 9.3.1. The University will require payment of the first semester's fees.
 - 9.4. Withdrawal after the last day of the first semester:
 - 9.4.1. The University will require payment of the first-year's tuition fees or retain first year's tuition fees already paid.

Refunds and Compensation

Refunds

10. If a student has paid more than is due on the date of withdrawal, or on the date that the Change in Circumstances form is received by the University, individual fee refunds are available on request. Fees become due on the first day of each term.

11. For those fees covered by a loan from Student Finance, the amount owed will be 50% for the first semester and 50% for the second semester of the full year's fees. For those fees paid directly by a student or a sponsor, the percentage is 50% each semester.
12. Refunds requested more than one year after payment has been made will not be considered.

Compensation

13. Where the University is unable to provide continuity of studies or where students have to transfer programmes or providers as a result of this, the University's liability to a student for all loss or damage suffered by the student shall be limited to the total amount of the tuition fees payable by the student to the University while enrolled on their programme at the University plus the maintenance loan they would be eligible for in the given year.

CAS Deposits

14. Students requiring a visa to study at the University will need to be issued with a Confirmation of Acceptance for Studies (CAS) in order to apply for a visa. The University requires a student to pay a deposit (CAS Deposit) before the CAS can be issued.
15. Generally, the CAS Deposit is neither refundable nor transferrable. However, the University will repay the CAS Deposit (in whole or part) in the circumstances listed in 15 below, but will not repay in the circumstances listed in 16 below. If a student's case is not covered below, the University will review each request on a case-by-case basis.

15.1. Full refund:

- 15.1.1. If the University does not run the programme for which the student has applied
- 15.1.2. If the student visa is rejected because of an error made by the University or UKVI
- 15.1.3. Serious illness or other exceptional circumstances. The University will determine exceptional circumstances at its discretion. Official documentary evidence must be supplied to support this instance.

15.2. Partial refund:

- 15.2.1. If the CAS Deposit has been paid, but the CAS has not been issued and the student

subsequently cancels or withdraws their place to study at the University, the University will retain a minimum of £500 to cover its reasonable administrative costs relating to the preparation of the CAS.

15.2.2. If the CAS Deposit has been paid, but the CAS has not been issued due to the student being unable to meet CAS requirements, the University will retain a minimum of £500 to cover its reasonable administrative costs relating to the preparation of the CAS.

15.2.3. If the CAS Deposit has been paid, but the CAS has not been issued and the student subsequently defers their place to study at the University, the CAS Deposit will be rolled over to the following year of entry. If the student then subsequently declines their deferred place before the CAS has been issued in the following year, the University will retain a minimum of £500 to cover its reasonable administrative costs relating to the preparations to issue the CAS.

15.2.4. If a student's Student Visa is initially refused and the decision is overturned by the UKVI but the outcome of the administrative review comes too late for the student to start their studies on time, the University will retain a minimum of £500 to cover its reasonable administrative costs relating to the preparations to issue the CAS.

15.2.5. A change in financial circumstances meaning that the student is unable to start their programme. Evidence to support a change in financial circumstances must be supplied.

16. The CAS Deposit is neither refundable nor transferrable if:

16.1. the CAS has been issued, and the student subsequently cancels or withdraws their place to study at the University,

16.2. the CAS has been issued, and the student subsequently does not meet the conditions set out in their offer letter and thus their offer of study is revoked,

16.3. the student presents fraudulent documents or misleading information during the CAS or visa issuance process and the visa is rejected, or

16.4. the student presents fraudulent documents during enrollment.

Version History

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6.0	October 2019	October 2019	Chief Operating Officer	July 2020
5.0	August 2019	August 2019	Chief Operating Officer	July 2020
Referenced documents	Terms and Conditions; Change in Circumstances Guidance; Change in Circumstances Form			
External Reference Point(s)	UK Quality Code: Admissions, Recruitment and Widening Access; Consumer Contract (Information Cancellation and Additional Payments) Regulations 2013; Student Loans Company			