



LONDON PROFESSIONAL ACADEMY (LPA)

THE REFUND AND COMPENSATION POLICY

Title: HE REFUND AND COMPENSATION POLICY (LPA)

Approved date: Sept, 2024

Approved by: London Professional Academy

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INTRODUCTION AND RATIONALE

It is a condition of registration with the Office for Students for providers to demonstrate that they have given due regard to Competition and Markets Authority (CMA) guidance when drafting policies and procedures that form the contract between the provider and students.

To meet the initial conditions of registration with the Office for Students London Professional Academy (LPA) has published a Student Protection Plan which sets out the potential risks to continuation of study.

This Policy sets out the refund and/or compensation that LPA will consider paying to students in the unlikely event that continuation of study cannot be preserved as a result of one or more of the risks identified within the Student Protection Plan crystallising.

This Policy relates to students in receipt of tuition fee loans from the Student Loans Company, Students who pay their own tuition fees and students whose fees are paid by a sponsor.

This electronic version is the definitive version of the Policy.

DEFINITIONS

A Refund relates to the repayment of sums paid by a student to LPA or an appropriate reduction in the amount of sums owed in future by the student to LPA. This could include tuition fees and other course costs.

Compensation will relate to some other recognisable loss suffered by the student. This includes:

- recompensing the student for wasted out-of-pocket expenses they have incurred, which are paid to someone other than LPA (Such as travel costs incurred as a result of relocation)
- an amount to recompense for material disadvantage to the student arising from failure by LPA to discharge its duties appropriately.

Compensation may take the form of a financial payment, a discount, or some other form of benefit. (Universities UK (UUK) - Compensation and Refund Policies - Developing Good Practice).

Programme Closure - Applicants

If LPA makes the decision to suspend or close a programme from our portfolio of qualifications, this decision will be made through our curriculum planning process, with the overall consent of the Deputy Principal. In normal circumstances this decision will be made ahead of applications and the programme will be withdrawn from our website and publications.

Where this is unavoidable, for example where the projected applications do not convert to enrolments or an unforeseen event happens which leaves LPA with no option but to close a

programme, applicants and their representatives shall be consulted at the earliest opportunity on the changes and they shall be furnished with all necessary information, advice and guidance by LPA to help them find a suitable alternative at LPA or an alternative provider.

Programme Closure - Enrolled Students

In the unlikely event that LPA makes a strategic decision to close a programme on which students are enrolled LPA will, wherever possible, 'teach out' allowing affected students to complete their studies before the closure occurs. Where the circumstances are exceptional and 'teach out' is not possible LPA will:

- Consult with all affected students at the earliest opportunity
- Offer advice and guidance to support students in transferring to a similar programme at LPA or to transfer to an alternative provider
- Offer to pay reasonable travel costs to cover at least one visit to an alternative provider
- Provide an interim certification of achievement
- Put in place a refund and compensation plan relevant to the circumstances. This will include where appropriate consideration of tuition fee refund and compensation for additional costs incurred by students as a result of the programme closure. Compensation may include maintenance costs, lost study time, additional tuition costs and travel costs as a result of relocation
- Commit to honour the remainder of student bursaries to those students who would have continued to receive the bursary had the programme not been terminated.

TERMINATION OF CONTRACT FOR PROGRAMMES

LPA has agreements and processes in place with partner universities to mitigate the severity of the risk that the decision to terminate a partnership agreement would have on the continuation of study for students on franchised or validated programmes.

In the unlikely event that a partnership is dissolved we will be compliant with the partner universities exit strategy plans and procedures, for example programme intake suspension and closure procedures, and agree to work in cooperation with the partner institution to ensure all applicants and students are advised of the ending of the partnership and to ensure that all affected students are consulted around the alternative options available including the transfer of students to the partner institution.

CHANGES TO COURSE STRUCTURE

LPA will endeavour to deliver programmes in accordance with the course description on our website and in our prospectus however in the event of unavoidable changes to the course content in year, LPA will ensure that changes are implemented through consultation with

students and that changes are restricted to the minimum to maintain quality of delivery and experience.

In circumstances that fall under force majeure clause, LPA will take all reasonable steps to protect the continuation of teaching, learning and assessment and to deliver contractual obligations.

CHANGES TO LOCATION OF COURSE

If LPA makes the decision to move provision to a different location LPA will:

- Consult with all applicants and enrolled students at the earliest opportunity
- Offer reasonable compensation to enrolled students who may incur additional travel expenses due to the relocation.

SUB-STANDARD SERVICE COMPLAINTS

The Consumer Rights Act 2015 introduced an additional statutory remedy of repeat performance and reduction of price. Should a student feel that they have received a substandard service, they may be entitled to ask for a repeat of the part of the course that did not meet the standard.

Students should use the complaints policy to lodge a formal complaint.

If a student complaint is upheld LPA will:

- Offer a repeat of the substandard part of the course
- Offer additional sessions / support to help a student complete.

Where it is not possible to repeat the service to the required standard LPA may offer partial or full refunds. Where students wish to apply for a refund due to exceptional circumstances they must write to the Admin Officer.

Where a resolution is not agreed through LPA's complaints policy, a student has the right to take their case to the Office of the Independent Adjudicator (OIA).

EQUALITY ANALYSIS

By virtue of the provisions of the Equality Act 2010, LPA has a duty to have due regard to the need to:

- eliminates unlawful discrimination, harassment and victimisation and other prohibited conduct
- advance equality of opportunity between people of different groups
- foster good relations between people from different groups.

In implementing this Policy and associated procedures, LPA will actively take these aims into account as part of its decision-making process and will demonstrate how this has been undertaken.

Where necessary a full equality impact assessment will be undertaken.

DATA PROTECTION IMPACT ASSESSMENT

Data Protection Impact Assessments (DPIA) are an essential part of LPA's accountability obligations under the UK GDPR. Conducting a DPIA is a legal requirement for any type of processing, including certain specified types of processing that are likely to result in a high risk to the rights and freedoms of individuals. Under UK GDPR, failure to carry out a DPIA when required may leave LPA open to enforcement action.

A DPIA, relating to any relevant areas within this Policy and Procedure, will therefore be undertaken to enable the systematic analysis, identification and minimisation of data protection risks and to demonstrate how LPA complies with its data protection obligations.

IMPLEMENTATION, MONITORING AND REVIEW

This Policy should be read in conjunction with our Student Protection Plan.

LPA will take a student-centred approach to resolving complaints.

LPA will strive to ensure that students receive the education they are entitled to and will do everything within its powers to ensure that all students have the opportunity to complete their chosen programme of study.

LPA considers refunds and compensation to be a remedy of last resort. Wherever possible complaints will be resolved through LPA's complaints procedure and where necessary via the Office for Independent Adjudicator (OIA) in England and Wales.

LPA may consider remedies that satisfy a student's complaint without the need for a refund or compensation. This may include an apology or good will gesture, or an offer of alternative learning methods if the course cannot be delivered in the way it was originally intended.

In the rare event that LPA is not able to meet its obligations it will consider whether refund or compensation is appropriate for students.

This Policy does not cover instances where students consider withdrawing from or interrupting their studies for personal reasons.

This Policy is the responsibility of the Principal. It will be reviewed and updated annually to ensure that it continues to reflect the risks identified within the Student Protection Plan.