



GREEN VALLEY ACADEMY

Tuition Fees and Refunds Policy

Approved: October 2026

DOCUMENT CONTROL

Reference	GVA-03
Policy owner	Principal; administered by the Academic Registrar and Admissions Officer with the Group Finance Lead
Approved by	Board of Directors — October 2026
Effective from	05 October 2026
Next review	October 2027, and upon any change to the University of Wolverhampton's fee framework
Applies to	All fees connected with courses delivered by GVA under franchise from the University of Wolverhampton
Linked documents	University of Wolverhampton Terms and Conditions; University of Wolverhampton Tuition Fee Liability Policy and Fee Liability, Refunds and Debtor Policy; the University's offer letter and offer pack; Financial Conduct and Anti-Money Laundering Policy

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1. PURPOSE AND THE GOVERNING FRAMEWORK

- 1.1** Because GVA delivers franchised provision of the University of Wolverhampton, the fee and refund framework that governs every student is the University's: the course fees and any additional charges are set out in the University's offer letter and offer pack; the student's payment obligations, instalment arrangements and the consequences of non-payment are governed by the University's Tuition Fee Liability Policy; refunds and fee liability on withdrawal are governed by the University's Fee Liability, Refunds and Debtor Policy as published on the University's website; and the fourteen-day right to cancel after acceptance, with full reimbursement of any fees and deposit paid within fourteen days of cancellation, arises under the University's Terms and Conditions and the Consumer Contracts Regulations 2013. The purpose of this policy is therefore not to create a separate GVA fee regime — no such regime exists — but to bind GVA to operate the University's framework faithfully, to define what GVA does within it, and to ensure that no student is ever given fee or refund information that differs from the University's published policies. Where any GVA document or statement is inconsistent with the University's fee framework, the University's framework prevails, and this policy takes precedence over any other GVA document as regards fees and refunds.

2. WHAT GVA DOES WITHIN THE UNIVERSITY'S FRAMEWORK

- 2.1** GVA shall: publish and communicate fee information drawn only from the University's approved fee schedule and offer pack, and direct every applicant to the University's Terms and Conditions and fee policies before acceptance; support students to understand their fee liability, the Student Loans Company arrangements, and their eligibility for statutory support, signposting the official student finance guidance; report enrolments, withdrawals and last dates of attendance to the University completely, accurately and promptly, because those records determine each student's fee liability and loan position under the University's rules, and any GVA reporting delay must never increase a student's liability; receive and route refund requests to the University's process without delay, tracking each to conclusion; and refer every question about liability, refunds, debt or sponsorship to the relevant department of the University, while remaining the student's advocate and helper through the process rather than a mere signpost.
- 2.2** Where a student in financial difficulty approaches GVA, GVA shall engage early and supportively: explaining the University's payment arrangements, helping the student communicate with the University's fees team, referring the student to the Wellbeing team where money trouble signals wider difficulty, and ensuring that no student's teaching or support at GVA is disrupted while the University's processes are being followed. GVA shall not itself impose fee sanctions: suspension of services, debt recovery, interest or administration charges for late payment are matters for the University under its published policies, and any recommendation by GVA touching a student's registration on financial grounds shall be made to the University with full supporting information, the decision resting with the University.

3. WITHDRAWAL AND REFUNDS: THE PROCESS IN PRACTICE

- 3.1** A student wishing to withdraw shall be offered, first, a conversation with their Personal Academic Tutor and the Wellbeing team, so that withdrawal is never the result of a solvable problem; where the student proceeds, GVA shall record the withdrawal and the verified last date of attendance, notify the University immediately, and support the student's refund position under the University's Fee Liability, Refunds and Debtor Policy, providing the student with a clear written statement of what has been reported and to whom. Where GVA is at fault in its delivery, GVA shall in addition consider remedy under its own complaints of arrangements and shall not hide behind the University's framework in respect of its own failures. By way of example of the franchise division of responsibility: where a student ceases to engage despite the full support process, GVA does not itself withdraw the student — GVA prepares a documented recommendation of withdrawal, with the engagement record and the support offered, and submits it to the relevant University department, and it is the University that determines the withdrawal, applies its fee liability rules, and notifies the Student Loans Company; GVA then communicates the outcome to the student with signposting to the University's appeals and complaints routes.

4. PAYMENT INTEGRITY AND GOVERNANCE

- 4.1** All payments received or handled by GVA in connection with fees are subject to the Financial Conduct and Anti-Money Laundering Policy, including the restrictions on cash, the known-payer requirements and the rule that refunds return only to the original payer by the original method; GVA shall reconcile any fee-related records monthly and shall route promptly to the University any sum that belongs within the University's fee accounting. The Academic Registrar and Admissions Officer shall report each term to the Finance Committee on withdrawals, refund cases in progress, reporting timeliness and any student-facing issue arising from the operation of the University's framework, and the principal shall raise systemic issues with the University through the partnership route. This policy shall be reviewed annually and immediately upon any change to the University's fee policies, whose current published versions always govern.