

**GREEN VALLEY ACADEMY**

Refund and Compensation Policy

Approved: October 2026

BSc (Hons) Public Health with Foundation Year, delivered at The Atrium Campus, Luton, under franchise from the University of Wolverhampton

DOCUMENT CONTROL

Reference	GVA-26. Supersedes A6.14 Tuition Fees, Refunds and Compensation Policy (July 2025) and the 1.2i working draft v2.0 as regards refunds and compensation.
Policy owner	Principal; administered by the Academic Registrar and Admissions Officer with the Group Finance Lead
Approved by	Academic Board 5 October 2026
Version	1.0
Effective from	5 October 2026
Next review	August 2027, and immediately upon any change to the University of Wolverhampton's fee liability, refund or student protection arrangements
Applies to	Every applicant who accepts an offer, and every enrolled student, on a course delivered by GVA under franchise from the University of Wolverhampton
Linked documents	GVA-03 Tuition Fees and Refunds Policy; GVA-29 Student Contract, Terms and Conditions of Enrolment; GVA-30 Student Course Changes and Continuity of Study Policy; GVA-13 Student Complaints Policy and Procedure; GVA-17 Financial Conduct and Anti-Money Laundering Policy; Student Protection Plan; University of Wolverhampton Terms and Conditions, Tuition Fee Liability and Credit Control Policy, and Student Protection Plan

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1. PURPOSE AND SCOPE

- 1.1** This policy sets out, in one place, what a student or applicant of Green Valley Academy (“the Academy”, “GVA”) is entitled to receive back when they cancel, withdraw or leave their course, and what the Academy will pay or provide when it fails to deliver what it promised. It is the Refund and Compensation Policy incorporated into the Student Contract (GVA-29) and referred to throughout the Student Course Changes and Continuity of Study Policy (GVA-30); its provisions are therefore contractual entitlements of every student, not statements of intent.
- 1.2** The policy has two parts which must not be confused. Part A (Sections 5 to 8) concerns refunds and fee liability: what a student owes, and what is returned, when they cancel or withdraw. Because every GVA student is also a registered student of the University of Wolverhampton (“the University”), and tuition fees are charged and received by the University, Part A reproduces and operates the University's own rules; it does not create a separate GVA regime, consistent with the Tuition Fees and Refunds Policy (GVA-03). Part B (Sections 9 to 12) concerns compensation: the remedies the Academy itself provides, from its own resources, where a student is disadvantaged by the Academy's act, omission or decision. Part B is the Academy's own commitment and operates in addition to, and never in place of, any remedy available from the University.
- 1.3** This policy applies to the BSc (Hons) Public Health with Foundation Year and to every course the Academy may subsequently deliver under franchise. It does not affect a student's statutory rights, including those under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. GOVERNING FRAMEWORK AND DIVISION OF RESPONSIBILITY

- 2.1** This policy gives effect to: consumer protection law and the guidance of the Competition and Markets Authority to higher education providers; the conditions of registration of the Office for Students, including those concerning student protection and subcontracted provision, under which the University as lead provider retains responsibility for protecting the interests of students taught by the Academy; the funding rules of the Student Loans Company (SLC); and the subcontractual agreement between the University and the Academy, under which the Academy is the delivery provider, the University receives tuition fees and pays the Academy its share, and the Academy indemnifies the University against refunds and compensation which arise from the Academy's delivery. Where any provision of this policy is inconsistent with the University's published fee liability and refund policies, the University's policies prevail as regards fee liability and refunds; nothing in the University's policies limits the Academy's obligations to compensate under Part B.
- 2.2** The division of responsibility between the University and the Academy is summarised in Table 1. A student will never be passed back and forth between the two institutions: where a decision belongs to the University, the Academy routes the matter there, tracks it to conclusion and keeps the student informed.

Table 1: Who does what

Matter	University of Wolverhampton	Green Valley Academy
Setting and charging tuition fees	Sets the fee and charges it through the offer letter and offer pack	Publishes only the University's approved fee information
Fee liability on withdrawal	Determines liability under its Tuition Fee Liability policy and notifies the SLC	Reports withdrawal and last verified date of attendance accurately and immediately
Payment of refunds of tuition fees	Processes and pays the refund	Receives and routes the request, tracks it, and informs the student in writing
Exceptional fee liability requests	Decides	Helps the student prepare and submit the request with evidence
Compensation for the Academy's delivery failures	May act where the Student Protection Plan or its own policies require	Decides and pays under Part B of this policy
Course change, suspension or closure	Approves; may direct teach-out or transfer	Implements GVA-30 and meets the financial protections it promises

3. DEFINITIONS

- 3.1** Refund means the return of tuition fees, deposit or other sums paid, in whole or in part. Fee liability means the proportion of the annual tuition fee which a student is liable to pay, or which is charged to their SLC tuition fee loan, by reference to the date of withdrawal. Liability point means a date at which fee liability increases under Table 2. Compensation means any financial payment or non-financial remedy provided by the Academy under Part B to put a student, as far as reasonably possible, in the position they would have been in had the Academy delivered what it promised.
- 3.2** An Academy fault event means any of the circumstances listed in Section 9. Evidenced additional costs means reasonable, unavoidable costs actually incurred by a student as a direct result of an Academy fault event, supported by receipts or other reasonable evidence. Last verified date of attendance means the last date on which the Academy's attendance and engagement records show the student participating in their course, which is the date used to determine fee liability under the University's rules.

4. PRINCIPLES

- 4.1** Every decision under this policy is guided by the following principles. Transparency: every student knows before they commit what they will owe if they leave, and how refunds and compensation work; the liability bands are stated in the offer pack and in this policy in figures. Accuracy: no applicant or student is ever given fee or refund information that differs from the University's published policies. Fairness and consistency: like cases are treated alike, decisions are made under a documented process and are never left to unfettered individual discretion.

Promptness: the Academy's reporting and processing never increase a student's liability or delay their money. Accountability: the Academy does not hide behind the University's framework in respect of its own failures, and where it is at fault it puts matters right. Support: a student considering withdrawal is offered help first, so that withdrawal is never the result of a problem that could have been solved.

PART A: REFUNDS AND FEE LIABILITY

5. CANCELLATION DURING THE COOLING-OFF PERIOD

- 5.1** An applicant may cancel their contract, for any reason and without penalty, within fourteen calendar days after the day they accept their offer or, if later, the day they enrol. A cancellation is effective from the day it is sent, using the model cancellation form in the Student Contract (GVA-29, Appendix A) or any clear written statement. Every sum paid, including any deposit, is refunded in full no later than fourteen days after the cancellation is received.
- 5.2** Separately, the University's fee liability rules provide that a student who withdraws within the first fourteen days of the start of their course incurs no tuition fee liability, and any directly pre-paid course fees are refunded. An applicant who cancels before the course starts receives a full refund of any course fees paid. Where a student wishes to begin their course within the cancellation period, doing so does not remove their right to cancel within that period.

6. WITHDRAWAL AFTER THE COOLING-OFF PERIOD: FEE LIABILITY BANDS

- 6.1** A student who withdraws after the periods in Section 5 is liable for tuition fees according to the University's liability points for full-time home undergraduate students, set out in Table 2. Liability is determined by the University by reference to the last verified date of attendance reported by the Academy, and not simply by the number of weeks attended. For SLC-funded students the same points determine how much of the year's tuition fee loan is drawn; the University notifies the SLC and the student's loan account is adjusted accordingly.

Table 2: Tuition fee liability on withdrawal, full-time home undergraduate students

Date of withdrawal (last verified date of attendance)	Fee liability	Example on the 2026–27 fee of £9,790
Within the first 14 days of the start of Term 1	0%	£0
From day 14 of Term 1, until the day before Term 2 starts	25%	£2,447.50
From the first day of Term 2, until the day before Term 3 starts	50%	£4,895.00
From the first day of Term 3 onwards	100%	£9,790.00

Source: University of Wolverhampton Tuition Fee Liability and Credit Control Policy, version 1.0 (July 2024). The term start dates which apply to each liability point are confirmed by the University for each academic year and stated in the offer pack.

- 6.2** A student who intends to withdraw should tell the Academic Registrar in writing. Before the withdrawal is recorded the student is offered a conversation with their Personal Academic Tutor and the Wellbeing team, and advice on alternatives such as a temporary interruption of studies under the University's regulations; the student's decision is then respected. The Academy records the withdrawal and the last verified date of attendance, notifies the University on the same working day or, at the latest, the next working day, and gives the student a written statement of what has been reported, to whom, and the liability band that is expected to apply.
- 6.3** Any delay, error or omission by the Academy in recording or reporting a withdrawal shall never increase a student's liability. Where a reporting failure by the Academy causes a student to be charged a higher band than their last verified date of attendance justifies, and the University does not correct the charge, the Academy shall reimburse the difference as compensation under Part B.
- 6.4** Where a student ceases to engage, the Academy does not itself withdraw them: it follows the support and warning process in its attendance and engagement arrangements and, if engagement is not restored, submits a documented recommendation of withdrawal to the University with the engagement record. Where the Academy terminates a student's enrolment under Section 9 of the Student Contract, the student's financial liability is limited to the band in Table 2 that corresponds to their last verified date of attendance, and termination shall never increase it. Interruption of studies, transfer between courses and the position of continuing students in later years are governed by the University's current Tuition Fee Liability policy, which the Academy applies and explains to the student in writing.

7. HOW REFUNDS ARE PAID

- 7.1** Tuition fees are charged and received by the University, and refunds of tuition fees are paid by the University in accordance with its policies, normally to the original payer by the same means of payment used for the original transaction, unless the payer and the University expressly agree otherwise. Where a third party, such as a sponsor or employer, paid the fee, the refund is made to that third party. Refunds of sums repaid to the SLC are made to the SLC and reduce the student's loan balance; they are not paid to the student.
- 7.2** The Academy does not collect tuition fees in its own right. Any sum connected with fees which is nonetheless received by the Academy is handled under the Financial Conduct and Anti-Money Laundering Policy (GVA-17), routed promptly to the University, and refunded only to the original payer by the original method. Every refund request received by the Academy is logged on the day of receipt, passed to the University within two working days, and tracked to conclusion, with the student told in writing when it has been passed on and when it has been paid.

8. EXCEPTIONAL CIRCUMSTANCES

- 8.1** A student who withdraws because of serious illness, bereavement or another significant and unforeseen circumstance beyond their control may ask the University to reduce or waive their fee liability under the exceptional circumstances provisions of the University's policies. The

decision rests with the University. The Academy shall help the student to prepare the request, explain what evidence is needed, provide any supporting statement or attendance record the student asks for, submit the request without delay, and keep the student informed. Requests are handled under a documented process and are never decided at the unfettered discretion of any individual. Where a student's circumstances were caused or made worse by an Academy fault event, the student may also claim under Part B.

PART B: COMPENSATION

9. WHEN COMPENSATION APPLIES

- 9.1** Compensation is available where a student or offer-holder is disadvantaged by any of the following Academy fault events: a material change to their course, within the meaning of GVA-30, whether the student accepts the change or not; the suspension of recruitment, as regards offer-holders, or the closure of a course; the impossibility of teach-out, or a student's election of transfer or withdrawal under GVA-30, Section 9; disruption to teaching, assessment, facilities or support which is not restored within a reasonable time, including disruption arising from an event outside the Academy's control where the Student Contract (GVA-29, Section 12) treats it as an Academy fault event; a material error in information published or given before enrolment on which the student relied (GVA-29, clause 3.2); a failure to provide teaching, support, reasonable adjustments or services which the Academy promised; an error or delay by the Academy in reporting attendance, enrolment or withdrawal which increases a student's liability (Section 6.3); and any complaint against the Academy which is upheld, in whole or in part, under the Student Complaints Policy and Procedure, by the University or by the Office of the Independent Adjudicator for Higher Education (OIA).
- 9.2** Compensation is not payable in respect of matters of academic judgement, which are governed by the University's academic regulations and appeals procedures; losses not caused by the Academy; minor changes which no reasonable student would regard as detrimental, within the meaning of GVA-30; or any loss for which the student has already been fully compensated by the University or another body for the same event, so that there is no double recovery.

10. WHAT COMPENSATION MAY COVER

- 10.1** The remedy in each case is decided on the individual circumstances and is proportionate to the disadvantage suffered. It may combine financial and non-financial elements. The minimum entitlements which the Academy has already promised in GVA-29 and GVA-30 are restated in Table 3 and shall always be met in full; the forms of compensation in Table 4 may be added to them.

Table 3: Minimum financial protections already promised to students

Circumstance	Minimum protection under this policy
Material change which the student accepts	Any consequential fee reduction passed on in full; evidenced transition costs met

Circumstance	Minimum protection under this policy
Material change which the student does not accept, leading to transfer or withdrawal	Full refund of fees for the affected academic year, plus evidenced additional costs
Suspension of recruitment, offer-holder chooses to cancel	Full refund of every sum paid
Course closure, student elects transfer	Reasonable evidenced costs of transfer, with the Academy's support and liability continuing until the transfer is complete in fact
Course closure, student elects withdrawal	Full refund of all fees paid for the affected academic year, together with compensation under Table 4
Material error in pre-enrolment information, student withdraws	Full refund of fees paid
Academy reporting error increasing liability	Reimbursement of the difference between the band charged and the band justified by the last verified date of attendance

Table 4: Forms of compensation

Form	What it covers
Fee reimbursement	A full or partial reimbursement of tuition fees, proportionate to the teaching, assessment or service not delivered. Where the fee was funded by the SLC, the Academy will, wherever the funding rules permit, arrange with the University for the reduction to be applied to the student's loan account rather than paid in cash.
Evidenced additional costs	Reasonable additional travel, accommodation, childcare, equipment or study costs, and the costs of transferring to another provider such as application, document and reasonable relocation costs, supported by evidence.
Payment for distress and inconvenience	A payment reflecting the time, trouble and distress caused, assessed with regard to the OIA's published guidance on remedies.
Academic and practical remedies	Replacement teaching, additional tuition or supervision, access to alternative facilities, or support to complete. Any remedy affecting assessment, deadlines or progression is arranged through the University's regulations.

11. HOW TO CLAIM AND HOW DECISIONS ARE MADE

- 11.1** Where the Academy itself identifies an Academy fault event affecting a group of students, such as a material change or closure, it shall not wait for claims: it shall assess the impact on each affected student, set out the compensation available in the individual options letter required by GVA-30, and invite each student to submit evidence of any additional costs. Any other student may claim compensation by writing to the Academic Registrar, or by raising the matter through the Student Complaints Policy and Procedure, explaining what happened, how

they were affected, what they are asking for, and enclosing any evidence. Help to make a claim is available from the Student Support team and the Student Union.

- 11.2** Claims are handled within the following timescales, which may be extended only with notice to the student and reasons: acknowledgement within five working days; a written decision within twenty working days of receipt of the claim and evidence; and payment within fourteen days of the student accepting the offer. Decisions are made by the Principal together with the Group Finance Lead, on the basis of a written assessment prepared by a member of staff not involved in the matter complained of. The University is consulted before any decision which affects tuition fees, the student's SLC loan or the student's registration, and is informed of every compensation decision as the partnership agreement requires. Any single award, or group of awards arising from one event, above a threshold to be set by the Board of Directors shall be approved by the Chair of the Finance Committee before it is offered.
- 11.3** The written decision states the facts found, whether an Academy fault event occurred, the remedy offered with each element itemised in figures, how and when it will be paid, and the student's rights of review and escalation under Section 12. Accepting an offer does not require a student to give up their right to take the matter to the University or to the OIA.

12. REVIEW AND ESCALATION

- 12.1** A student who is dissatisfied with a decision under this policy may ask for it to be reviewed through the formal stage of the Student Complaints Policy and Procedure (GVA-13), by a senior member of staff not previously involved. If they remain dissatisfied, they may escalate the matter to the University of Wolverhampton under its complaints procedure for students at partner institutions, and thereafter to the OIA, whose recommendations the Academy undertakes to implement in full. Matters concerning fee liability decided by the University are reviewed under the University's own procedures, and the Academy shall help the student to use them. Making a claim, or escalating it, shall never affect a student's academic position or the support they receive.

13. FINANCIAL PROVISION, RECORDS AND REPORTING

- 13.1** The Academy meets compensation under Part B from its own resources, and recognises that under the partnership agreement it indemnifies the University against refunds and compensation arising from its delivery. The Board of Directors shall maintain financial provision sufficient to meet the protections in this policy and in the Student Protection Plan, and on any decision to close a course shall ring-fence the funds required, as GVA-30 requires for teach-out.
- 13.2** The Academic Registrar and Admissions Officer maintains a register of every withdrawal, refund request and compensation claim, recording dates, reporting timeliness, decisions, amounts and outcomes, retained in accordance with the Academy's data protection arrangements. A report is made each term to the Finance Committee on withdrawals, refund cases in progress, reporting timeliness, compensation claims and awards, and any trend which suggests a systemic issue; the Finance Committee reports to the Board of Directors. Systemic issues are raised with the University through the partnership route, and any event giving rise

to significant compensation is entered on the institutional risk register under the Risk Management Policy.

14. ROLES, MONITORING AND REVIEW

- 14.1** The Principal owns this policy and is responsible for compensation decisions under Section 11; the Group Finance Lead is responsible for the financial provision, payments and reconciliation; the Academic Registrar and Admissions Officer is responsible for withdrawal reporting, the refund and compensation register, and the accuracy of every figure communicated to students; the Quality and Compliance Lead provides independent assurance that the policy is being followed and that the information given to students matches the University's published policies; and the Board of Directors approves the policy, sets the approval threshold in Section 11.2 and receives the Finance Committee's reports.
- 14.2** This policy is published on the Academy's website, summarised in the offer pack, the Student Handbook and the Course Handbook, and reviewed annually and immediately upon any change to the University's fee liability, refund or student protection arrangements, whose current published versions always govern fee liability and refunds.
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