

REFUND AND COMPENSATION POLICY

SUMMARY

This policy outlines the conditions and procedures for refunds at OELS, ensuring students are financially compensated in cases such as programme cancellation, visa refusal, and student withdrawal. It aims to protect students' financial investments in their education by detailing specific scenarios under which refunds are applicable.

1. INTRODUCTION

This policy outlines the approach of OELS towards addressing financial implications for students affected by the closure, suspension, or significant alteration of programmes of study. It is designed to protect students' financial investments and ensure transparency in handling refunds and compensation. This policy is an integral part of OELS's Student Protection Plan, designed to safeguard students from discontinuity of study that could hinder their academic progression due to unforeseen changes in their programme.

2. SCOPE

This policy covers degree students at OELS, non-degree students should refer to the terms and conditions for their respective programme for refund and compensation regulations, study abroad programmes students paying their fees to the home school should refer to the agreement in place with the respective home school.

This policy should be read alongside the Terms & Conditions, Student Protection Plan and Tuition Fee Policy.

3. CONTEXT

At OELS, the likelihood of suspending or closing a programme on short notice is considered very low. However, in situations where closures, suspensions, or significant modifications are unavoidable, OELS commits to thorough consultation with affected students. The outcomes of these consultations are considered carefully during decision-making processes, ensuring transparency and student representation.

4. PRINCIPLES

OELS is dedicated to fulfilling its commitments to students by delivering promised programmes of study, along with necessary services and facilities, within the expected timeframe. On rare occasions, it may be necessary to modify programmes significantly, suspend them, or discontinue them altogether. If the original commitments to students cannot be met, OELS will

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consider refunds of tuition fees and/or providing discretionary compensation to affected students. This policy details the OELS's approach to discretionary compensation and does not cover statutory compensations which may be mandated by legal authorities. Compensations will primarily be funded from OELS's reserves ensuring that OELS can promptly address any financial obligations to students without undue delay. While OELS currently does not rely on insurance for funding refunds, school regularly assess our financial management strategies to ensure they align with best practices and the evolving needs of our institution and stakeholders.

5. GENERAL CONDITIONS

5.1 Deposit and fee payment

All students are required to pay a deposit as specified in their Registration Form, which is deducted from their total tuition fees. Fees are payable as stated in the Registration Form and must be settled according to the timelines provided therein.

5.2 Refund eligibility

Refunds are considered under several conditions including programme cancellation by OELS, inability of the student to obtain a necessary visa, programme cancellation by the student, and other circumstances affecting the student's ability to continue the programme. Details regarding refund eligibility can be found in the Student Terms and Conditions.

5.3 Source of funding

For students who receive loans from the Student Loans Company (SLC), any refunds due will be processed directly back to the SLC, unless stipulated otherwise by the terms of the loan agreement. Self-funded students will receive refunds directly to the bank account from which the fees were originally paid. For sponsored students, refunds will be returned to the sponsor's account, in accordance with the terms agreed upon with the sponsor at the time of payment.

6. SPECIFIC REFUND CONDITIONS

6.1 Cancellation by OELS

If OELS cancels a programme before it begins due to insufficient enrolment or other administrative reasons, students are entitled to a full refund of all fees and deposits paid.

6.2 Visa refusal

International students who are unable to obtain a student visa will receive a full refund of the deposit and any fees paid, provided they notify OELS within 8 working days of their visa refusal and supply adequate proof of the refusal.

6.3 Cancellation by a student

If a student withdraws from the degree taught programme more than 5 weeks before the start date of the programme or academic year, they are eligible for a full refund of fees paid but the deposit is non-refundable. Withdrawals after this date are subject to a sliding scale of charges



according to the Student Terms and Conditions signed by the student upon the enrolment in the programme.

6.4 Programme Changes and Closures

OELS may need to make changes to programmes or close them due to various circumstances. In such cases:

- **Programme Changes:** if changes are necessary before enrolment, OELS will inform students promptly. Students may terminate the contract and receive a full refund or transfer to another programme without additional cost.
- **Programme Closure:** if a programme is closed after enrolment, OELS will minimize disruption by transferring students to a new course/programme at OELS or another institution. If this is not possible, students may terminate the contract and receive a full or partial refund, based on the Student Protection Plan.

In addition to refund of fees and deposits, OELS recognizes that students may incur other non-tuition costs directly related to their studies. Therefore, if material changes to a programme significantly impede a student's ability to continue their education, OELS will also consider claims for reasonable maintenance costs incurred during the period of study. In the event of significant programme location changes that necessitate additional travel for students, OELS will include the reimbursement of reasonable additional travel costs as part of our refund conditions.

7. PROCEDURE FOR CLAIMING REFUNDS

Students must submit a written request for refunds to the Registrar's office, detailing the reason for cancellation and providing any required documentation. Refunds are processed within 14 days of approval of the refund request.

8. NON-REFUNDABLE CIRCUMSTANCES

Deposits are non-refundable except in the following cases:

- The student cancels acceptance within the 14-day cancellation period.
- The student cancels the contract if OELS breaks the contract materially and fails to rectify the situation within 28 days (for programmes of 1 month or more) or 14 days (for programmes of less than 1 month) after written notice.
- OELS goes into liquidation or appoints a receiver or administrator over its assets.
- OELS cannot confirm the student's place because the student does not meet the offer conditions and provides proof within 8 working days of receiving results.
- The student, as an international applicant, cannot obtain a necessary student visa, and provides the visa refusal notification, with supporting documents, to OELS within 8 working days, having taken all reasonable steps to secure the visa.

Fees for short programmes (less than 4 weeks) are non-refundable if cancellation occurs less than 3 weeks before the start date.

9. APPEALS PROCESS

Students dissatisfied with the compensation offered can appeal in writing to the OELS Director within fifteen working days of the compensation decision. Grounds for appeals include procedural errors, new evidence not previously available, indications of bias, or the unreasonableness of the original decision. Appeals are reviewed by the Board of Directors and the decision is provided to the student within eight weeks after the appeals submission.

10. APPROVAL, MONITORING, AND REVIEW

This policy is initially approved by the OELS Board of Directors and will be reviewed biennially or in response to significant regulatory changes. The Registrar is responsible for leading the review and ensuring the policy remains aligned with the needs of the students and the strategic goals of OELS.