



PHBS-UK Student Fees Refund Policy

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Provider's name: Peking University HSBC Business School UK Campus (hereinafter referred to as "the School")

Provider's UKPRN: 10083464

Legal address: Foxcombe Hall, Boars Hill, Oxford, Oxfordshire, OX1 5HR

Contact point for enquiries about this Student Fees Refund Policy:
Academic Management Team, **Tel:** 01865 957600 **E-mail:** studentsupport@pku.org.uk

1. Purpose

The PHBS-UK Student fees Refund Policy (hereinafter referred to as 'the policy') clarifies a student's financial obligations to the School following enrolment on to a course. It also details the process with regards to refunds and compensation should a programme of study is cancelled or a student chooses to withdraw. This policy supports the School's fees regulations.

The policy has been created in accordance with the School's statutory responsibilities as detailed in the Consumer Rights Act 2015 (CRA) and the Higher Education and Research Act 2017 (HERA). It is formulated in line with the requirements for registration with the Office for Students as a Higher Education provider.

The policy does not apply to payments, refunds and compensation for accommodation issues.

The Policy also does not apply to Executive Development Programs unless these Programs specify the applicability of the policy.

2. Overview

Important Information for all students:

- By accepting an offer of a place on one of our programmes, you, the 'student' enter into a legally binding contract with PHBS-UK ('the School'). As such, you accept and agree to be bound by these terms and conditions. The payment plan ('terms'), which forms part of the Student Contract, cannot be varied under any circumstances.
- The School's admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. You have the right to cancel your acceptance by informing the School in writing within 14 calendar days of

completion of the online or manual registration process, or from the official course start date, whichever is later. If you cancel within this period, you will be entitled to a full refund of any deposit/fees that you have paid. If you cancel after this period, the School retains the right to charge a proportion of the annual course fee as indicated in this Policy.

- The School has a 'fixed-fees' policy for tuition fees meaning that the fee that is charged when a student commences their programme of study at enrolment will remain at that level until the completion of the programme.
- The 'fixed-fees' policy will apply if a student interrupts, or repeats a year of study.
- It is your responsibility to ensure that you are able to pay for your course prior to enrolment. Enrolment will not be permitted unless prior year debt is paid in full.

3. Fee Status

Students enrolled on a programme that leads to an undergraduate or postgraduate qualification are usually assessed as 'Degree' or 'Non-Degree' fee payers. This assessment is made in line with The Education (Student Fees, Awards and Support) (Amendment) Regulations and guidance issued by UKCISA¹

The Assessment is usually carried out at the application stage. However, if you feel you have been wrongly assessed, or your circumstances have changed since enrolment you are able to seek a reassessment from the Academic Management Team. If a student changes fee status and has paid fees in advance, where appropriate, a fee rebate will be applied on a pro-rata basis from the date the assessment is confirmed.

4. Withdrawals, interruptions and changes

For information on withdrawals and refund of fees, please also see details in the respective sections within this document. If you withdraw, it is important that you contact the Senior Tutor of the School at the first instance, so that your withdrawal can be formally authorised. If you fail to do so the full tuition fee will be due for that year of study. Retrospective withdrawals will not be permitted.

5. Postgraduate Student Withdrawals

5.1 If a student is withdrawn by the School for non-attendance (30% of all classes in one term or the issuance of 3 academic warning letters) tuition fees are due in full.

5.2 If a student withdraws from their programme of study, fees are calculated as follows:

¹ <https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics>

Withdrawal time	Refund amount
Withdrawal within 3 weeks of starting study of the regular program, or within 1st week of starting a short-term visiting study program	No fee due, Deposit paid is non-refundable.
After 3 weeks of starting study of the regular program, or after the 1 st week of starting the study of the short-term visiting program	Liable for pro rata fee based on number of weeks attending* *The duration of the regular program is a total of 36 weeks, and number of weeks for a short-visiting program depends on the program specification.

5.3 Postgraduate Student Interruptions

If a student has interruptions accepted by the School, then fees will be calculated as follows:

Withdrawal time	Refund amount
Withdrawal within 3 weeks of starting study of the regular program, or the 1st week of starting study of a short-term visiting program	No fee due, Deposit paid is non-refundable.
After 3 weeks for the regular program, or the 1 st week of the short-term visiting study program	Liable for pro rata fee based on number of weeks attending*, or overpayment to be held as a credit towards fees for the following academic session. *The duration of the regular program is a total of 36 weeks, and number of weeks for a short-visiting program depends on the program specification.

5.4 Transferring from Full Time to Part Time study

If a student transfers from full time to part time mode of study they will be charged a pro rata amount for the period they were registered as a full time student and a pro rata amount for the remaining period as a part time student. This may result in an increase in the fee due.

5.5 Transferring programme of study

If a student transfers programme of study, then they will be liable for the fee associated with each programme that they study for the duration that they are enrolled on that programme. In the event that a student transfers to a programme with a higher fee their fee liability will increase. This will be applied on pro-rata basis. In the event that a student transfers to a programme with a lower fee their fee liability will be reduced on a pro-rata basis. Should the student have paid fees in advance then a pro-rata refund will be applied.

5.6 School withdrawing students

If a student is withdrawn by the School for disciplinary reasons, then the policy in 5.1 will be applicable.

6. Refunds to students in special circumstances

6.1 Refunds in the case of programme or institutional closure

In extreme circumstances the School may have to terminate a programme of study. This will be managed in line with the School's Programme Closure process:

In such a case, or if the School has to close, refunds will automatically be awarded to students for the current year of study. If the programme has to be terminated at any stage during the year then the refund process will be applied as above to students who have paid fees.

We will ensure that students can be taught and assessed to the end of the module which they are studying thus enabling them to accrue academic credit. This can then be used to secure transfer to China Campus of the School or another university should this be appropriate.

On some occasions this may mean that a student suffers financial loss. Each situation is different and therefore needs individual consideration. The outcomes of this consideration may include compensation for maintenance costs and lost time where it is not possible to preserve continuation of study (see section 8 below).

6.2 Process for refund

- Approved refunds will be paid by the same method and to the account specified by the student. Evidence of payment and a copy of a bank statement will be required to verify details.
- We aim to process a refund within 5 weeks of the Fees Office receiving the refund request or withdrawal form. You may be contacted to confirm the bank details you wish the refund be paid to.
- If your fees were paid via a sponsor or other organisation, including the Student Loans Company, the refund will normally be paid to the sponsor and in line with any external regulations that may apply, unless the sponsor has other specific request.
- In the case of withdrawals, the date of withdrawal will be the date at which a completed withdrawal form is authorised by the Academic Management team. It is the student's responsibility to formally notify the Academic Management Team of their withdrawal at the point at which they leave the course.

Refunds are not given to students on Non Credit Bearing courses (NCB) except in the following circumstances:

- Closure of classes because of low enrolment (full fee refunded)
- Withdrawal from class before course begins (full fee refunded, excluding the deposit)
- Exceptional circumstances such as illness (pro rata) must be supported by documentary evidence and the written approval of the Head of Department.

6.4 Claiming a refund

If a student meets the above criteria for a refund, then they should apply for this through the School's Finance Office which can be contacted by e-mail on finance@pku.org.uk or by telephone on +44 1865 957600.

6.5 Non-Refundable Circumstances

The School will not refund any fees to the students in the event of, but not limited to, any of the following:

- any public events or natural disasters that are beyond the control of the School,
- a demand by the School's innovation initiatives,
- by request from the parent University of the School,
- a change in the mode of teaching delivery and/or the method of student learning in response to the dynamic nature of education, e.g., a change to online teaching from classroom in person teaching

7. Payments of scholarships and bursaries

In the case of students in receipt of fee waivers, scholarships and bursaries:

- Fee waivers represent an award against the published student fee. This will be credited to the student account. In the case of a student withdrawing or the programme of study ceasing, the fee waiver will be removed.
- In the case of a student withdrawing from the School, the scholarship or bursary will be terminated from the point of withdrawal.
- In the case of the programme of study being terminated, or the institution ceasing to operate, the institution will honour the award allocated to the student.
- In case of a student being withdrawn by the School due to disciplinary action, the student is liable for all fees paid by the scholarship or bursary.

Some scholarships are awarded by external bodies and as such, we are bound by the terms and conditions of the relevant awarding body.